

Previewing

Scores and interactions will not be recorded while previewing.

Student Persona Activity - No Webcam

The purpose of this activity is for you to get a feel for what it's like to interact with students in an online learning environment when issues arise. While it is not a required activity, we highly recommend you give it try.

In this simple simulation, you will be introduced to a student, and then will be presented with a situation that online faculty at UCF have faced in the past (in fact, we asked several UCF faculty how they handle the situation, and their answers helped us with the development of the simulation).

You will then be presented with choices, and these decisions influence the feedback you will receive.

Note that the responses you will see in this simulation are not the only ones you can make in a real-life situation, but are presented only to give you some ideas. There are no "right" or "wrong" answers, only decisions and considerations within a safe environment. Have fun!

[Continue](#)

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Alice Hopper

Alice Hopper is an undergraduate student and she is enrolled in your online course. During the first week of the semester, Alice shared in the Introduction Discussion that this is her first time in college and the first time she has ever taken an online class. She is originally from Nebraska, is interested in fashion design, and is working part time in the Student Union.



Continue

Previewing

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Scenario

Your quizzes are set up with ProctorHub. You've chosen to enable ProctorHub because you want to make sure that the person taking the quiz is, in fact, the student registered for the course. For more info, visit <https://proctorhub.cdl.ucf.edu/proctorhub/>.

Because of this, students are required to turn on their webcam when they take a quiz. It is stated in your syllabus that students are required to use a webcam while they take the quizzes in order to receive a grade, and webcams were included as a "required course material" when you submitted your materials list to the bookstore.

Alice typically turns in her assignments on time and seems engaged in your class. While her scores for the first two quizzes were high, you notice that these quiz submissions do not include any evidence she used a webcam while taking them. You are concerned because another quiz is due next week, and quizzes will count for 25% of the overall grade in your course.

[Continue](#)

Previewing

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Choose one action below and select the blue dot next to it.



Do nothing. Your policy was stated on the syllabus, and it's Alice's responsibility to read it and abide by it. She will not get credit for the quizzes she took without the webcam, and future quizzes will also receive a 0 if she does not use a webcam.



Contact Alice through the Canvas inbox to inquire about the missing webcam use.

Hi Alice,

When I was reviewing student work for the course, I noticed that your quiz submissions didn't include any webcam imaging through ProctorHub. Were you aware of this policy in the course description when you enrolled? It is clearly stated in the syllabus. As a reminder, you will be penalized on your quizzes if your webcam is not activated. This is concerning since 25% of the grade is through quizzes, and ProctorHub is being used to promote academic integrity.

~Professor X



Contact Alice through the Canvas inbox to inquire about the missing webcam use.

Hi Alice,

When I was reviewing student work for the course, I noticed that your quiz submissions didn't include any webcam imaging through ProctorHub. Are you having technical issues with your webcam? As a reminder, you will be penalized on your quizzes if your webcam is not activated. This is concerning since quizzes are 25% of the grade in this course, and ProctorHub is being used to promote academic integrity.

~Professor X

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It can be helpful to acknowledge that you notice the incomplete quiz submissions and that you're concerned. It's also important to explain why you've chosen to have students use webcams (it is recommended that you explain this in the syllabus). Reaching out to Alice will help you better understand her unique situation. Instead of immediately asking about technical issues, it may be more helpful to first ask if Alice is aware of the webcam policy in the first place, and point her to the specific area of the syllabus which addresses this. For instance, maybe Alice does have a webcam but was not aware of the policy. You won't know unless you send a message.

[Continue](#)

Previewing

Scores and interactions will not be recorded while previewing.

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Two days later you received this response from Alice.

Hi Professor,

I'm sorry that I did not reach out to you sooner. When I signed up for your class, I didn't notice that a webcam would be required for the quizzes. I don't have a webcam currently. I just ordered one from Amazon but it's currently on backlog since they are out of stock. What should I do? I am concerned about my grade.

Sincerely,
Alice

[Continue](#)

Previewing

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What will you do next? Click the blue dot next to the option.

- You reply to Alice's message: "Please try researching some alternatives for your webcam. I do not have time to look into this for you, but I hope you will find something that works. Let me know what you have found before the next quiz."
- You don't know how to address this situation, so you contact Webcourses@UCF Support.
- You reply to Alice's message: "I'm sorry you have been struggling with accessing a webcam. Try reaching out to the Library or UCF Cares. These departments offer services that may allow you to rent equipment. You can also reach out to Webcourses@UCF Support for assistance with potential alternatives. In the meantime, I urge you to reach out to friends and family in your area to see if you could use their webcam-enabled computer or laptop for the quiz until the new one arrives. Please send me a message when you have an update."

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A Webcourses@UCF Support team member responds:

"We recommend that the student reaches out to the UCF Library to inquire about their technology renting program: <https://library.ucf.edu/services/computers-technology/libtech/>. For questions, the student can reach out to them through email or virtual chats. Contacting the UCF Library: https://library.ucf.edu/ask/#tab_Chat. If the Library rental service is closed or the equipment is not available to rent, UCF Cares may be able to assist as well. Our office can submit a request to UCF Cares on behalf of you or the student, or the student can reach out to them directly: <https://cares.sdes.ucf.edu/>. If the student continues to experience any issues, please let us know and we can provide some additional webcam alternatives."

[Continue](#)

Previewing

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You forward this information to Alice and she reaches out to the UCF Library. Through their rental program they are able to provide her with a webcam that she can rent for an extended period of time. She is able to complete the assignments and passes the class.

When in doubt, this is an appropriate response to reach out to Webcourses@UCF Support for more information. Their office is trained to help students and faculty with technical issues they may be experiencing, as well as direct individuals to the appropriate services that can help answer their needs. By asking for more information, this allowed you to point Alice toward resources that may help solve her problem, but also leaves it up to Alice to pursue those options.

[Continue](#)