

## Computer and Technology Requirements

**How computer literate do I have to be?** To be successful in our programs, you must use computers in your work and be able to work online. You should be comfortable with basic word processing software; email functionality; internet research skills; electronic file management - uploading to and downloading from your online classroom. You should also know how to download appropriate plugins if one is needed to read or view a file.

Canvas, our learning management system, is used for course content storage, file sharing, submitting assignments, and delivery of online class sessions. Respondus LockDown Browser and Monitor are used for online quizzes and exams to ensure that the same standards are applied during in- person and online classes and exams. Students purchase a software subscription which provides access to online exams administered in Canvas. We provide introductory training on the various functions of Canvas.

**What computer equipment and software do I need?** Wireless internet and computers with printing capability are available on campus during regular school hours, however, students should not rely solely on the internet and computer equipment provided on campus. Individual instructors may require specific software to format files or to complete course assignments. All students must have:

- Regular access to a relatively new computer with one of the following operating systems: Microsoft Windows (10 or later), Apple macOS (10.12.x or later), Apple iOS (12.4.2 or later), or Chrome OS (75.0.3770). *It may not be possible to access or submit files required for all assignments on a smartphone or tablet. Respondus software is not supported on Android devices and Smartphones.*
- A working webcam (internal or external) and microphone on your device to participate in online discussion groups, take online quizzes/exams, and complete other assignments.
- Microsoft Office Suite 2019 or later or 365 (Word, PowerPoint, etc.)
- Adobe Acrobat or another PDF converter – needed to submit assignments to Canvas reliable, high-speed internet connection with at least 8-10 Mbps download speed
- The latest version of Google Chrome (internet browser) and related plugins
- A printer and scanner - needed to submit specific types of assignments

**What if I experience technical difficulties?** We recommend that you have a backup plan in case your technology fails for one reason or another. Identify a friend/classmate who can help or know where and when you can access the nearest public computer. Don't wait until the last minute to submit assignments - extensions are often not available, even when due to technical issues.

Technical support is provided for issues related to Canvas LMS, Wi-Fi on campus, and the college email system. *We do not provide support for personal devices, software, or connectivity issues outside of the DT network.* Inconveniences are often a result of simple user error and you should first troubleshoot issue on your own, with your instructor, or with classmates. If an issue cannot be resolved, you can contact one of the following for support:

- Canvas issues - [canvas@daoisttraditions.edu](mailto:canvas@daoisttraditions.edu)
- Respondus Lockdown Browser/Monitor issues - [web.respondus.com/support](http://web.respondus.com/support)
- Other technical issues - [techsupport@daoisttraditions.edu](mailto:techsupport@daoisttraditions.edu). Please include a summary of the steps taken prior to the issue occurring, a screenshot of any error message, and available times/contact to talk by phone in case it is needed to resolve the issue. A response will be received by the end of the next business day.

The online testing software will not allow you to take online quizzes or exams without a working webcam and microphone. If your technology fails before or during an online assessment, you should email the program dean explaining your situation. They will determine a solution and contact you the next business day.