

My dear colleagues,

You've done it! You've navigated the transition from immediate crisis to sustainable response. Congratulations, and thank you. Our students thank you. This was well done.

Today's highlights included:

- Students responded quickly to a newly set up Slack channel for discussion (within 15 minutes of being informed!)
- A faculty member volunteered to share her considerable experience of teaching with technology with peers (we're working out the details: stay tuned)
- Our latest online teaching and learning seminar cohort enjoyed a webinar on Blackboard Collaborate with one of our instructional designers

It was an active Friday!

We're on our second day of returning to teaching, if we had courses to convert to remote methods, and of rebalancing our courses, if we were teaching online. Could the weekend feel more welcome?

My routine reaction after making my way through the worst parts of a crisis is to feel dazed and out of sync with the habits that had been set aside and the work that had been deferred. It takes time to resume what feels normal and regular. This may or may not resonate with you, and yet I encourage you to be with what you are feeling and thinking this weekend, without judgement, and to follow your instincts for self-care (please continue social distancing and handwashing). It's time to take a breath and let yourself recover.

We have much to sustain and much to solve in the weeks and months ahead. With so much that is likely to challenge us for the longer term, we have time to take occasional breaks, to acknowledge our imperfections, and to appreciate ourselves anyway. It's a good time to be with those who know us best, in real or virtual proximity.

Unless unavoidably urgent communications are needed this weekend, I'll send the next email in this series on Monday. Take the time you need to self-regulate and rebalance; your students and your teaching will be grateful.

Here are some exciting updates from Helen Keier (Blackboard) and Jeffrey Kroessler (Library) to start your weekends:

After Hours Blackboard Support

Starting tonight, students and faculty with a pressing Blackboard question can call Blackboard for assistance in using Blackboard when campus help desks and Blackboard administrators are unavailable. This after hours Blackboard support will be available by telephone:

- **weeknights - between 8:00pm and 8:00 the next morning**
- **weekends – all day and night on Saturdays and Sunday**

CUNY has contracted with Blackboard to provide this telephone support as an additional service to our students and faculty to ensure coverage when the campus [help desks](#) are closed and Blackboard administrator support to [students](#) and [faculty](#) is unavailable.

Please see [After Hours Blackboard Support](#) for information on how to access this after hours support service as well as examples of the Blackboard support provided.

Blackboard Trainings

Classes have resumed, and many of us could benefit from these training opportunities:

- <https://www.blackboard.com/go/scale-teaching-and-learning-online>
- <https://go.blackboard.com/Instructor-webinar-series>

Library Updates

CUNY Libraries may be closed; library services continue to support us:

Continuity of Library Services: <https://www.cuny.edu/libraries/continuity-of-library-services/>

Free access to teaching and learning resources: the CUNY library list is noting freely accessible resources from publishers and others.

Example: University of Michigan Press will make all content in the [University of Michigan Press Ebook Collection](#) (UMP EBC) free-to-read for the remainder of the academic term.

Example: [MoMA Learning](#) is a website populated with resources for use in the zone teaching and engaging with modern and contemporary art.

All of the exhibition [Audio Guides](#) are available online as are audio guides of [collections highlights](#), audio guides for [kids](#), and [artwork descriptions](#) for the blind and partially sighted.

CUNY Announcements and Resources

Please bookmark the Coronavirus links and be sure to subscribe to CUNYAlert if you have not done so already,

- Students and the transition CUNY link: <https://www.cuny.edu/cuny-continuity/cuny-continuity-for-students/>
- CUNY Coronavirus Update <https://www.cuny.edu/coronavirus/>
- CUNYAlert: <https://www.cuny.edu/cuny-alert/>

Please be safe and well.

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