UNIVERSITY OF PHOENIX: Tips for a Successful Virtual Learning Environment

March 20, 2020

Dear Student,

As Coronavirus continues to impact our nation, here at University of Phoenix, we are continuing to explore ways we can support you, our valued students, during these challenging times. As many organizations are encouraging their employees to work from home, public locations are closing, and considering our recent announcement to temporarily close our campus locations, we know that some of you may be facing challenges as you focus upon your academic pursuit, specifically with respect to access to the internet.

With Blackboard Ultra's mobile-responsive design, some of you may be taking advantage of our classroom's ability to adapt to a mobile device. This means you can not only access your coursework while at a computer connected to the internet, but also while using a smartphone's browser and cellular capabilities. This is true not only of our classrooms in Ultra, but also the synchronous tool in each of our courses, called Collaborate, which our local campuses students recently transitioned to in order to meet virtually, rather than in-person at one of our campus locations.

Recognizing not all students have a smartphone, we also understand the need to access the internet in order to attend the University. Some of our students have recently made us aware their cellular provider has informed them they are, for a limited time, taking measures to assist their customers during these challenging times, to include providing unlimited data, waiving certain fees, etc. We encourage each student to speak with their specific service provider to obtain the specifics, but these measures, if offered by your provider, could also provide you with another method of accessing the internet.

By enabling your phone as a mobile hotspot on your cellular device, you can create a way for you to connect other devices (laptop, tablet, etc.) to the internet, via your mobile phone's hot spot. If, after speaking with your service provider, you need assistance in the steps to set up a hotspot for your mobile device, an article has been added to the student Knowledge Base (KB), or you can contact our Technical Assistance Center at 1-877-832-4867.

We have also set up a microsite that you can access for information at **www.phoenix.edu/COVID19**. We will be updating the site regularly. Please monitor the microsite or your email and social media for further information.

If you have questions about the Coronavirus, please visit the **CDC's website**; it is quite comprehensive and a valuable source of truth. If you have questions specific to our facilities or upcoming events, please contact our Security Operations Center at **soc@phoenix.edu.**

Be safe and stay healthy!

Sincerely,

John Woods, PhD
Provost