

Prepare Your Devices for Online Learning

Chapman Learning Commons



Questions to Consider

1. Are the websites and online services I am using safe?
2. How can I improve my network speed?
3. Where should I store my coursework?

Summary: How do students address these challenges? (Advice from CLC Assistants)

- 1. Read the privacy policy and terms of service offered by the website so that you know what kind of personal information you are giving them and where your data will go.**
 - a. Choose websites offering Canadian servers over American servers so that your data is kept within Canada and under Canadian privacy laws.¹
- 2. Search for “Internet speed test” and make sure to review the privacy policy of that website before entering any personal information.**
 - a. For most UBC learning technologies, a minimum speed of 5.0 Mbps download and 1.0 Mbps upload will work.²
- 3. To improve your network speed, close the number of applications and browser windows or tabs you have and turn off any video sharing.³**
 - a. If you have data on your phone, you can use your phone as a hotspot to provide the Internet for your computer. Mobile data is usually secure, but make sure you set a password on your hotspot so strangers will not have access to the same network as you. Read about using mobile hotspots for [Apple](#) or [Android](#) devices, and check with your phone provider to understand how this may impact data and billing.⁴
 - b. For those facing issues accessing learning technologies, you can use your home wifi then connect to [UBC VPN \(Virtual Private Network\)](#). If you are connecting from China, the [Alibaba Global Accelerator](#) may help with connectivity. Go to [Cisco AnyConnect](#) on your device and log in to myvpn.ubc.ca with your CWL ID and password. To connect to Alibaba’s server, log in with your CWL ID and password, but add **.student.int** to the end of your CWL ID.⁵

¹ Server Cloud Canada. (2017, Oct 17). When your data must stay in Canada. Retrieved from <https://www.servercloudcanada.com/2017/10/privacy-law-canada>

² Setting up. *Keep Learning*. Retrieved November 18, 2020, from <https://keeplearning.ubc.ca/setting-up>

³ Ibid.

⁴ Ibid.

⁵ Alibaba Global Accelerator. *UBC Information Technology*. Retrieved November 18, 2020, from <https://it.ubc.ca/services/email-voice-internet/myvpn/alibaba-global-accelerator>



4. **Download apps and extensions for learning technologies well in advance if needed, such as [LockDown Browser](#) and [Zoom](#).**
 - a. Downloading software may take up a lot of space. If you have an older device with limited space, consider buying an external hard drive.
 - b. If you are facing issues regarding browsers or learning technologies, clearing the cache and/or cookies on your browser or mobile app can help. You can usually clear your cache and/or cookies by clicking the “History” tab and “Clear history” on your browser or Apple device, or going to your “Settings” and tapping “Storage” on your Android device.
5. **Make sure your devices are free from viruses by installing malware protection software and keep your data safe using encryption.**
 - a. [Here](#) is a list of free anti-malware programs provided by UBC IT.
 - b. Encryption scrambles the personal information you send so that only you and the recipient can see it. [Learn how to encrypt your devices](#) and check the security settings on your mobile devices to ensure they are encrypted.
 - c. If you are working on personal UBC-related materials, you can use UBC VPN to protect your data. When you send personal information by email, it is likely the email service already provides basic encryption.
6. **Access your files from anywhere by using note-taking apps such as [OneNote](#), and cloud services such as [OneDrive](#).**
 - a. For group projects, [Microsoft Teams](#) is a great option to share files and search up words and documents in a conversation.

Definitions

- **Cache:** Temporary data to help you browse your Internet faster.
- **Cookies:** Text files which store your personal data to help websites recognize who you are.
- **Hotspot:** A device which provides wifi to other devices and can easily be set up in the Settings of your mobile device.
- **Server:** Hardware or software (computer program) that stores and provides resources, data, services, or programs to other computers over a network.⁶

Key Resources

[Keep Learning](#): Online learning tips, technologies, self-care, and support resources.

[UBC Digital Tattoo](#): A student-led project with resources exploring digital identity.

[UBC IT](#): Recommendations and guides for cybersecure services, and general IT support.

[UBC Privacy Matters](#): Online training and awareness of privacy and information security.

⁶ Server - Definition and details. Paessler. Retrieved from <https://www.paessler.com/it-explained/server>

