

Computer and Technology Requirements

To be successful in our programs, students must use computers in their work and be able to work online. Students should be comfortable with basic word processing software; email functionality; internet research skills; electronic file management; and downloading appropriate plugins, as needed. Canvas, our learning management system, is used for course content storage, file sharing, submitting assignments, and delivery of online class sessions and quizzes/exams. 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. Students complete Canvas and Respondus training to become familiar with the various functions.

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 (10.13.x or later), Apple iOS (12.4.2 or later), or Chrome OS (75.0.3770). Respondus Lockdown Browser and Monitoring Software is not supported on Android devices and Smartphones. Respondus is currently only in beta testing on Google Chrome OS, so we cannot guarantee use or level of functionality.
- Google Chrome web browser version 109 or 110
- 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 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

Technical Support

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.

If your technology fails immediately before or during an online assessment, you should email your instructor and the program dean explaining your situation. They will determine a solution and contact you the next business day.

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. Although assignment due dates or online quizzes/exams may occur on evenings/weekends, staff are only available to address technical issues Monday through Friday during normal business hours. Inconveniences are often a result of simple user error, and students should first troubleshoot the issue on their own, with the instructor, or with classmates. If an issue cannot be resolved, students should contact one of the following for support:

Canvas issues - canvas@daoisttraditions.edu. A response will be received by the end of the next business day.

Respondus Lockdown Browser/Monitor issues - web.respondus.com/support

Other technical issues - 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.