Technology Recommendations
(Requirements for online or hybrid courses)

It is helpful to have a personal computer for most on-campus courses. While FBBC provides access to public computers in various places on-campus, it is recommended that students have their own computer available. Many courses require testing online.

All online courses require access to the Internet. Unless you will be traveling to a campus computer lab, you will need to have administrative access to your own computer and a high-speed Internet Service Provider. A webcam and a microphone for your computer are required.

Technology Proficiency

You should be proficient in the following:

- basic computer skills
- sending/receiving email
- sending and receiving attachments via email
- using a web browser
- finding web resources through search engines
- downloading and installing software and/or viewing electronic files
- using a word processing, presentation software, or other productivity applications
- experience/familiarity with a variety of file formats such as: .doc or .docx "Microsoft Word Document" and .pdf "Adobe Acrobat Reader"
- the ability to be self-directed in learning new technology skills (e.g. following a handout, a step-by-step tutorial, online video help, or access to support to learn necessary skills)

Computer Minimum Requirements

Minimum Hardware Requirements

- PC or Mac with an 8th generation i5 processor or better
- 8 GB of RAM (16 GB recommended)
- Monitor (Two screens recommended)
- Speakers
- Webcam
- Headset or earbuds **with a microphone**
- 250 GB Solid State Drive (SSD)
- A wired or wireless (802.11ac/WiFi 5 or greater recommended if using wireless) network connection
- Additional hardware may be required (See Course Syllabus)

Minimum Software Requirements

- Windows 10 or above
- OS 11 or above
- Microsoft Office (Microsoft 365 is provided and applications can be downloaded at https://portal.office.com)
- Additional software may be required (See Course Syllabus)

Internet Connection Requirements

- High Speed Broadband Internet Connection

Browsers

The most recent release of Edge, Chrome. Safari, or Firefox is recommended.

All courses require Respondus Lockdown browser for taking exams online. See below for details.

Other Devices

You may access and interact with most course elements, readings, multimedia, email and discussions through tablets and smartphones. While tablets, smartphones and other mobile devices may allow for some completion of coursework, they are not guaranteed to work in all areas. Please ensure you have a PC or Mac based computer available to complete coursework.

We recommend that students do not attempt quizzes when using a mobile device, such as a smartphone or tablet, due to compatibility issues.

Chromebooks can access all web content (Canvas, Populi, and your Faith email); however, some apps **(e.g. – Respondus Lockdown Browser and Microsoft 365)** will not install and are **not compatible**.

Email

Email & Google Apps

At Faith, all students are provided with a Google Gmail account, and all email from the institution is sent to this address. This includes any email sent from Populi and Canvas. Your professor or classmates may email you from your course site, and those emails will go to your Faith Gmail account. You will use the same username and password for Gmail as you use for Canvas and Populi. If you do not know or remember your password, you can reset it by contacting Faith IT support (techsupport@faith.edu).

In addition to email, you may find it useful to take advantage of Google Docs, especially for collaborative work with your classmates. You'll find access to these once you log-in to Gmail, and Google offers tutorials for how to use their products.

Canvas

All courses at Faith will use Canvas, Faith's learning management system. Think of it as your online classroom.

If you are unfamiliar with Canvas, there is a self-paced tutorial that will help you to learn how to navigate and to sample many of its features when you first login to Canvas.

Lockdown Browser

Some courses may require the use of the Lockdown browser to proctor online exams. You must download the Faith-configured version of the browser here:

https://download.respondus.com/lockdown/download.php?id=711958270

There is also a helpful quick start guide for students here:

https://web.respondus.com/wp-content/uploads/2019/08/RLDB-QuickStartGuide-Instructure-Student.pdf

The Lockdown browser is a browser configured to take you to Canvas when you open it up. You must login to Canvas using the Lockdown browser to take quizzes and exams requiring the Lockdown browser.

Respondus Lockdown Browser is only available for PC, Mac, and iPad devices. **Chromebooks are not compatible.**

Zoom

Faith uses Zoom for online video conferencing. If your course requires some conferencing or your professor uses Zoom for online office hours, you will need to install Zoom on your computer. Download the Zoom client from https://fbbcts.zoom.us/download. You will **not** need to create an account. Your Faith provided login credentials will work with Zoom when using the SSO (Single Sign-On) login method and domain of **fbbcts.zoom.us**.

Technology Support and Resources

Faith is here to support you as an online learner. Resources are available such as:

Faith IT Helpdesk – techsupport@faith.edu

Online Learning Office – online@faith.edu