Proposal for a Teaching and Learning Technology Support “TLT FAQ site” with “reminder” item

Audience for the web site (in order of perceived interest and need)
• Faculty: full, part-time, new and old
• Those who support faculty in their teaching mission (LSPs and secretaries)
• Helpdesk (easy and comprehensive reference)
• CELT and other resource providers; any entity supporting teaching and learning
• Information Desk

Web site location and design
• CELT is willing to host the site in its drive space.
• The design will use the IPFW template which has a left-hand, expandable menu, with two layers of organization. This should provide enough of a hierarchy for the proposed organization.

Reminder item
• Faculty and staff will receive a useful item for their offices, imprinted with the URL of the TLT FAQ

Organization of Technology for Teaching and Learning at IPFW web site

Global comments
• Each question will be linked to an existing web resource; no new content need be created
• Some links to content will be included in several categories (Example: How do I get a Blackboard Vista account? Might be listed in two categories, or How do I report my grades. How do I find out which copyright laws apply to the materials that I use in my course?)
• Four main categories
  o Getting Connected
  o Teaching
  o Advising
  o Student Support

Draft organization (NOT alphabetized)

Getting Connected
• How do I get a network login?
• How do I get an email account?
• How do I get a Blackboard Vista account?
• How do I get network storage space?
• How do I get a web site?
• How do I get university supported software?

Teaching
• Communicating with students
  o Where can I learn about communication options available at IPFW (email, chat, Adobe connect, email, distribution lists, texting, instant messaging, bulletin boards, Oasis, Blackboard Vista)
  o How can I get help in using communications technologies?
How do I decide what is best for my course and for my teaching?

- Grading
  - How do I report my grades?
  - What software can I use to compute grades?
  - How can I grade assignments electronically?
  - How do I find out who is “Officially” in my class?

- Testing
  - How can I administer tests online?
  - Where do I go to get tests scored?
  - How do I arrange for students to take a proctored exam?

- Classroom teaching
  - Classroom technologies
    - Which classrooms have/do not have installed technology?
    - Which technologies can I expect to find in a classroom with installed technology?
    - How do I learn to operate these technologies?
    - How do I get computers, projectors, and other audio visual technologies brought to the classroom?
    - Who do I call if I have a problem with technology I am using in the classroom?
    - Who do I call to schedule a computer lab for teaching my class in?
    - Who do I call when there is a problem in the lab that I am teaching in?

- Hybrid/Blended/Web supported courses

- Online teaching
  - Testing
    - How can I administer tests online?
    - How do I prevent cheating in online courses?
  - Grading
  - Technical support
  - Training
    - Where do I go to get training in using Blackboard Vista?
    - Who can give me examples what the most effective strategies are for my online teaching?
  - How do I make my online course accessible to students with disabilities?

- TV/2-way video teaching
  - How do I learn to use the equipment?
  - How should I prepare to teach via TV or videoconference?
  - Who do I call when I have a problem during class?

- Enhancing teaching
  - Who can give me examples of what the most effective strategies are for my teaching?
  - How do I find research about teaching with technology?
  - What funding is available to compensate me for the extra time it takes to incorporate technology into my courses?

- Library - getting stuff from the library
  - What online resources are available from the library?
Can my students check out books and other materials online?
Can the library make my reader or other materials available electronically?
What support is available online for helping me and my students use the library effectively?

Copyright Law applicable to the use of instructional technology
How do I find out which copyright laws apply to the materials that I use in my course?
What are my responsibilities with regard to complying with copyright laws?

Multimedia
How do I get my class recorded on video or audio?
How do I get my 35 mm slides digitized?
How do I get my VHS tapes on DVD?
How do I find out which copyright laws apply to the materials that I use in my course?
How do I learn to produce instructional multimedia?
What software applications are available?
Is there a charge for multimedia production services?
How do I get a film or video to use in my teaching?
Where can my students do assignments that require creating multimedia (e.g. portfolios)?

Advising
How can I help my students understand online learning and whether it is a good choice for them?
How do I get access to student transcripts?
How can I get access to a student’s course schedule?
Are advisors available online?

Student Support
Technical support
How can my students get help with the hardware and software that they are using off-campus?
How do my students get help with using Blackboard Vista?
Training
How can my students learn to use software applications for academic purposes?
Student facilities
Where can my students do assignments that require creating multimedia (e.g. portfolios)?
Where are the student computing labs and what are their hours?
Library
How can my students learn to use the library online?
How can my students get online support from library staff?