

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
 - Getting Connected
 - Teaching
 - Advising
 - 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
 - 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)
 - 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 to 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?