ITT UPDATES

Jan 2012

The newsletter of the Office of Instructional Technology and Training, User Support Services

RHODE ISLAND COLLEGE
600 Mount Pleasant Avenue
Providence, Rhode Island

The Helpdesk is now located in Room 113 Gaige Hall. Hours of operation are:
M-TH 7:30 AM - 8PM;
F 7:30 AM - 5PM;
SAT 8AM - 2PM. The phone number for the USS HELPDESK is 456-8803 or x- 8803

INSIDE THIS ISSUE:

Horace Mann 140—Learning Space

Have your students needed a place to go over their presentation or needed practice using e-classroom technology? On Jan 24th 2012, User Support Services will be opening Horace Mann 140 as a learning space for Rhode Island College students. Students will be able to reserve HM 140 to practice their individual or group presentations and to practice using common e-classroom equipment. This room has the following equipment and software:

♦ SMART Board

♦ Document Camera

♦ Projector

♦ Computers

  ♦ SMART Notebook

  ♦ Office 2010

  ♦ Same software that you find on all of the computers in any of the open labs

For more information, please contact the Horace Mann FrontDesk at 456-8886 for learning space availability and how a student can reserve the room.

Getting Access to the SAMPLE 1: First Sample Online Course

User Support Service designed a sample online Blackboard course (**SAMPLE1: First Sample Online Course**) in response to faculty requests for examples of an online Blackboard course. This sample course offers a model for organizing the course menu and content areas within Blackboard. It also is one of many models of how to design a hybrid or fully online course. If you would like to have access to this course, please email ittraining@ric.edu.

Getting Access to the Blackboard Tips and Tricks RSS Feed

User Support Services has been placing many **Blackboard Tips and Tricks** postings on the Blackboard Documentation SharePoint 2010 blog site. If you go to

http://portal2.ric.edu/informationservices/uss/bbdocumentation/Bbtnt/_layouts/listfeed.aspx?List={8D1E0028-C33F-411B-B230-4AAE929C16DE} , you will be able to subscribe to this RSS feed so that you can read the tips and tricks.

When you are asked to log, please use your network username and password. Before your username, please enter in **ric**.

If you have any issues please contact **Scott Badger** at **sbadger@ric.edu**.

Office 2010 Installed in All E-Classrooms, Open and Teaching Labs

Microsoft Office 2010 has been installed on all computers in the open labs, e-classrooms, and teaching labs. If you want to have Microsoft Office 2010 installed on your office machine or any Rhode Island College owned laptop, please call the HelpDesk at 456-8803 or at helpdesk@ric.edu. We offer Office 2010 training throughout the semester.
Please check out the training schedule to see what Office 2010 training we are offering during for the Fall of 2011. (**Schedule** - **http://www.ric.edu/toolbox/training_schedule/fall_2011_training.htm**)

Microsoft **Office** 2010

Faculty Resources

Training Material Updates for Blackboard 9.1

The Blackboard Production Server has been upgraded to SP 7 (Service Pack).   The new version includes feature enhancements.

♦ You can now assign one of your Blackboard rubrics to your assignments. (Step by step instructions on how to assign a Blackboard rubric to an existing assignment http://www.ric.edu/toolbox/BB9/assignments/How_to_Assign_a_Blackboard_Rubric_to_an_Existing_Assignment.pdf)

♦ You can have a test automatically save and submit a students' test when the timer has expired. (Step by step instructions on how to turn on the Auto-Submit option within a deployed test http://www.ric.edu/toolbox/BB9/quiz/Deploying_a_Test_that_will_Automatically_Submit_When_Timer_is_Up.pdf)

Special Request in migrating course materials from an old course to a new one

We recommend that you migrate your course material yourself in order to minimize issues with course structure and file organization. You can also request a one-on-one with an instructional technologist to help you migrate your course materials.

However, if you are experiencing issues migrating content or would like to have User Support Services migrate your content over to another course, please do the following:

1.Make sure to request the new course in RIConnect first: http://faculty2.ric.edu/sbadger/bb9_course_material/how_to_request_a_course_for_blackboard.pdf

2.Once the new course appears in Blackboard please email helpdesk (heldesk@ric.edu) with the following information:

♦ I would like to request a course copy for the following courses:

♦ Old course number: ie. 1108-RICOL-NURS-342-SEC001

♦ New course number: ie. 1122-RICOL-NURS-342-SEC001

3.Helpdesk will enter in a work order for you to process your request and you will receive an email

** Please note that when content is moved from one course to another, the old content is *added onto* what is already present.
There will be replication of links, home pages, etc.

Please make sure that you double-check your course to make sure that all content has been moved over and that your course menu is organized . You can use the instructions at http://www.ric.edu/toolbox/BB9/getting_started/2_2_Course_Menu_Cleanup.pdf to clean up your course menu and delete or move any duplicated links.

Faculty Resources

McGraw-Hill Connect Blackboard Building Block

We will be enabling the McGraw-Hill Connect Building Block in January and would like to see if there are any faculty using McGraw-Hill textbooks interested in piloting the Building Block. Connect links McGraw-Hill textbooks and courses into Blackboard and integrates assignments and grade books. If you would like more information on the product please refer to McGraw-Hill site: http://connect.mcgraw-hill.com/connectweb/branding/en_US/default/html/instructor/index.html?BRAND_ID=default&BRANDING_VARIANT_KEY=default&UNIV_ID=default&node=connect04f7071 or you can contact your McGraw-Hill representative for more information. If you are interested in piloting the Building Block please contact Stephanie Hijazi at shijazi@ric.edu. Support for the Building Block is provided by McGraw-Hill on their website. http://mpss.mhhe.com/

SharePoint 2010

Rhode Island College is moving towards SharePoint 2010. Many already existing SharePoint 2007 sites have been migrated over to the SharePoint 2010 environment. User Support Services will be offering SharePoint 2010 training with individual departments in the near future. If your department or community does not have an already existing SharePoint site and you want one, please contact the Scott Badger at sbadger@ric.edu so that he can schedule a meeting to discuss what your needs are and what SharePoint features can help with those needs.

Full Course Listing

We offer the below courses on a regular basis and on-demand. If you are interested in your department getting training on one or more of the topics below, please email **ittraining@ric.edu.**

Blackboard 9.1	Concept Mapping
Faculty Data Reposity	Flip Camera
MS PaintBrush	OneNote
PowerPoint 2010	Response Systems
SharePoint	Skype
SMART Technology	STEM Equipment
Word 2010	Video/Audio Recording and Editing

Faculty Resources

Equipment Available for Loan in AV

Below is a list of equipment available at AV for Faculty loans:

♦ Projectors

♦ Laptops

♦ Audio recorders

♦ Document cameras

♦ Scanners

♦ Flip video cameras

♦ Mini DV cameras

♦ Still/Snapshot cameras available on a first come/first serve basis.

Note: We have a LIMITED amount for each of the above equipment.

REACH INSPIRE CONNECT

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Horace Mann,
Technology Center

http://www.ric.edu/uss/helpdesk.php

Phone: 401-456-8803
Fax: 401-456-8632
Lab Monitor: 401-456-8886
E-mail: helpdesk@ric.edu

Special thanks for assistance with this newsletter to: Scott Badger, Tony Carlino, Pat Hays, Jack Mello, Dave Toms , Joseph Zornado, and Aaron Buckley

Designed by: Scott Badger

Technology Facilities

Rhode Island College has Technology Facilities located all over campus. There are classroom computer labs located in Alger, Gaige, Horace Mann, and Whipple. Most of the buildings also have electronic classrooms with computer and audio/video equipment for the faculty to incorporate in their lessons. Faculty members are encouraged to check out and use the Faculty Development Area located in the back of Horace Mann Technology Center. For more information about electronic classrooms and labs, please check out the Faculty Toolbox or call 8803.

♦ Computer Labs

♦ Electronic Classrooms

HOURS OF OPERATION FOR WALK-IN LABS:

Spring and Fall Semester Hours:

Monday-Thursday 8am-11:45 pm (Horace Mann)

Monday-Thursday 8 am—9:45 pm (Whipple)

Friday 8 am—4:45 pm (Mann and Whipple)

Saturday 9 am—4:45 pm (Whipple)

Saturday closed (Mann)

Sunday 12 noon—11:45 pm (Mann)

Sunday closed (Whipple)

Summer Semester Hours:

Monday-Wednesday 8am-9:45 pm (Mann only)

Thursday-Friday: 8 am—4:45 pm (Mann only)

Saturday: 9 am—1:45 pm (Mann only)

Sunday closed

Non-Semester Hours:

Monday-Friday 9am-4:45 pm (Mann only)