ITT UPDATES

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

October 2011

RHODE ISLAND COLLEGE
600 Mount Pleasant Avenue
Providence, Rhode Island

STEM II

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The Help Center can expedite support for STEM II classrooms through remote control. Remote control may also be used to monitor and operate projectors in many other campus classrooms. If you are having an issue in any electronic classrooms please contact the IS Help Center at 456-8803 or extension X8803.

Please visit http://www.ric.edu/whatsnews/details.php?News_ID=1244 to see what the STEM Center is currently working on.

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

Domain Structure Changes in 2012

RIC's Microsoft Windows network celebrated its fourteenth birthday last May. From a humble beginning of just three servers in 1997, the network has grown to more than 80 servers. In 2000, all server operating systems and networks changed radically in order to accommodate the Y2K problem or "Millennium bug", the practice of representing dates with two digits instead of four. That same year, RIC setup its current server network on a Windows 2000 infrastructure. The architectural design established three primary domains, a top-level resource domain, RICOL, and two sub-domains containing user accounts, RIC-ACAD for student accounts, and RIC for faculty staff accounts.   In 2001, RIC's new domain structure was cutting edge technology, and our successful implementation of Windows 2000 was showcased by Microsoft in a TechNet article.

Fast forward a decade; that stable domain architecture laid down in 2000 now needs an overhaul. In the intervening years, operating systems have evolved significantly – modern operating systems are faster, more secure, and easier to deploy and manage. Therefore, during 2012, RIC will undergo a major change in its Windows domain architecture. The three domain model will be replaced by a single domain which will house server resources, as well as all user accounts, students, faculty, and staff. The days of adding a prefix of RIC\ or RIC-ACAD\ to your username will soon be behind you as we begin to implement a user-friendly campus-wide "single sign on" system. With single sign on technology, you will input your RIC username and password during your initial login to the network. Your primary login will allow you reach other servers without further prompts for authentication.

Single sign on technology is commonly associated with a web portal, a web site that provides a single entry point for accessing content. Expect to see the same pairing at RIC in the future. Information Services is actively developing a RIC PeopleSoft portal for single sign on access to RIConnect, RIC email, MS SharePoint, Blackboard, and other College resources. With so many changes ahead, next year promises to be both challenging and highly productive for Information

Office 2010 Installed in All E-Classrooms, Walk-in

Microsoft Office 2010 has been installed on all computers in the walk-in 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**)

Faculty Resources

Training Material Updates for Blackboard 9.1

User Support Services has completed the upgrade of Blackboard to version 9.1.   The new version includes feature enhancements and layout changes. To learn more about Blackboard 9.1 and review updated documentation and training videos, please visit http://www.ric.edu/toolbox/bb9_faculty_support.htm.

## Rhode Island College Blackboard 9.1 Course Templates

When you designate your course as an LMS-enabled class in RIConnect, the course will be created using the default Rhode Island College Blackboard template. The default template contains three course menu links. (**Home Page**, **Blackboard Student Help**, and **Blackboard Faculty Help Area**)

Once the course has been created, you have three options:

1.   Import a previous BB course into your new course.
2.   Import one of the enhanced RIC templates into your course.
    a.   Basic Template
    b.   Hybrid/Fully Online Course Template
    c.   Face-to-Face ("web-enhancing") Course Template
3.   Build your course from scratch.

Basic Template Course Menu (**Click image to enlarge it.)**

How to download and Import the Basic Template in a Blackboard Course
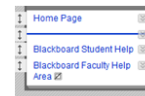
Blackboard 9.1 Training

User Support Services will be offering Blackboard workshops for faculty. Workshop courses are built on RIC's standard course template which leverages the native organization of Blackboard courses to facilitate student learning. Some workshops focus on migrating content from previous Blackboard courses over to newly created course shells.

Blackboard has updated its user interface in version 9.1 and included many enhancements.   For this reason, we recommend that faculty to participate in a Blackboard Basics workshop and learn to navigate the menu system and take advantage of new tools for uploading multimedia content, lesson planning, and anonymous grading. If you plan to use Blackboard 9.1 to manage your online learning environment during the Fall Semester, please visit **http://www.ric.edu/toolbox/training_schedule/training_schedule_Bb_fall_2011.htm** for Blackboard 9.1 workshops' descriptions and dates then email **ittraining@ric.edu** to sign up for a workshop.
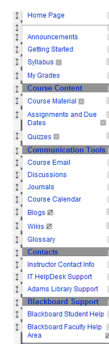
Face-to-Face ("web-enhancing") Course Template Course Menu (**Click image to enlarge it.)**

How to download and Import the Hybrid/Fully Online Course Template in a Blackboard Course

Hybrid/Fully Online Course Template Course Menu (**Click image to enlarge it**)

How to download and Import the Face-to-Face ("web-enhancing") course Template in a Blackboard Course

Blackboard Course File Size Limit

Large course files make course migration difficult and might also compromise the quality of a course. There is therefore a **500MB** file limit per course – if the files in your course files area are over that limit you will not be able upload further content into that course and you will have problems copying

the course into new one. We therefore suggest that faculty keep an eye out for large files and either reduce them, or put them on the **Faculty Data Repository** (**FDR**). For further information about the FDR or how reduce your files size please email **ittraining@ric.edu**.

Faculty Resources

Importing Questions from MS Word with Respondus
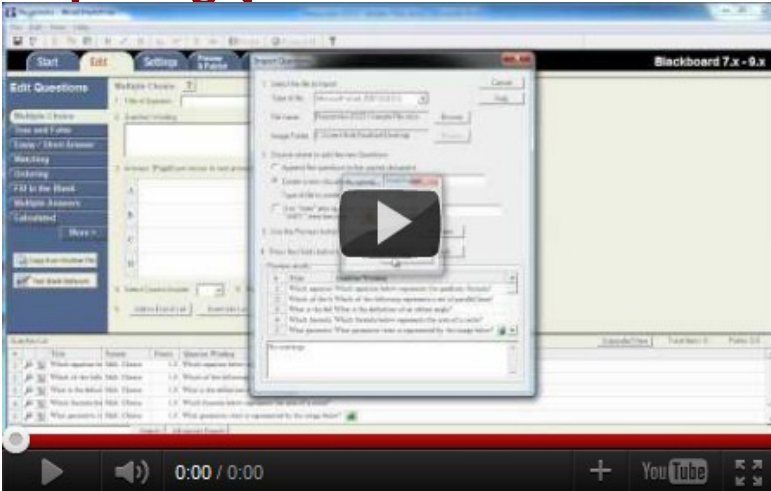
Click on the image to view the YouTube video.

For more information about Respondus and how to create and publish respondus tests in your Blackboard course, please refer to the below links.

Creating a Test Using Respondus
Publishing a Respondus File to Blackboard
Using the Respondus Exam Wizard
Importing an Exam to Respondus
Importing an Exam to Respondus Formatting Document
Using the Respondus Archive Wizard
Convert a Respondus File to a Text File

Benefits in Using Blackboard 9.1

There are many different reasons for in using Blackboard 9.1. Here are some benefits in using Blackboard 9.1.

- Allowing students to gain access to course material 24X7

- Promote active collaboration with the new Wikis tool

- Integrate visually engaging content through the new YouTube Mashup feature.

- Manage your course content (files) at the course level (course content collection)

- The Grade Center has been improved

- Learning Modules have been improved (You can now add the Table of Contents to your Learning Modules.)

For more information about these and other benefits, please visit
http://www.blackboard.com/resources/learn/Bb_Learn_91_WhatsNew.pdf

Update on New E-Classrooms

Need updated Content
The HelpDesk staff has been busy outfitting rooms on campus as e-classrooms. They retrofitted the following rooms before the start of Fall Semester:

- FLS 103b, 107, 200

- Murray *068

- Nazarian 228

- Clark Science 116, 212, 214, and 217

- Horace Mann 064, 180, 181

- Gaige 376

Here at the college, we have 4 levels of e-classroom's. (E-Classroom Levels Description)

** General E-classroom video - Win   MAC

How do you find out what equipment is your e-classroom or e-lab?
To see the equipment available in a particular electronic classroom or lab, please go to http://www.ric.edu/toolbox/technology_services.htm.

E-classroom/Lab Access
Your classroom assignments are listed in RIConnnect. If your classroom is a technology-enhanced classroom, you will gain access using either your Campus Card or a security token.

To check your classroom's access type, card or token, please go to http://www.ric.edu/toolbox/room_access.htm.

Faculty Resources

SharePoint

- ♦ **Update and add new content**
- ♦ It's very easy to request a SharePoint for your department, committee, and other group functions.
- ♦ Use your SharePoint to share documents, announcements, create a group calendar and much more.
- ♦ To learn more on how to use SharePoint, please visit http://www.ric.edu/toolbox/Training/SharePoint2007.htm.
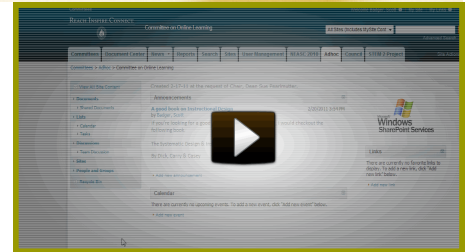
Hot Equipment Loan Items

User Support Services currently has two of the IPEVO USB Document Camera. You can stop by the HelpDesk over in Gaige Hall 113 to loan one out. This particular Document Camera is very small and it plugs into your computer via USB port. Click the thumbnail below to watch a video about low light situations. For information about this Document Camera, please visit http://www.ipevo.com/p2v.

Lecture Capturing

User Support Services is pleased to announce to the college community that we have signed a contract enabling us to offer Lecture Capture later this Semester. A company called Tegrity was chosen to provide the hosted lecture capture service for Rhode Island College. Among the many reason Tegrity was chosen was because of its tight integration with Rhode Island College's Learning Management System, Blackboard.

The initial steps of integrating the Tegrity and Blackboard into the college's backend have begun and we expect to begin a pilot project shortly.

The Tegrity/Blackboard pilot is expected to take two forms. Initially, we will be integrating Tegrity into one of the STEM classrooms leveraging all the advanced technology provided by those rooms.

In addition to the higher end offering it is also possible to integrate Tegrity Lecture Capture system into Blackboard with nothing more than a computer with a web camera, microphone, and PowerPoint. Actually, Microsoft PowerPoint is only one example of an application that can be captured using the Tegrity system. Tegrity can capture any activity that you have on the computer screen meaning that eventually all interested faculty will be able to leverage lecture capture as part of Blackboard.

Tegrity Showcase— http://www.tegrity.com/showcase

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Faculty Resources

Teaching and Learning Center

The FCTL began its programming in January, 2011, and now we're happy to offer the kind of professional development programming that faculty have asked for. Too see the calendar of events that comprise the Teaching Co-Operative Workshop series please go to www.ric.ed/fctl.

The goal of the FCTL is to bring colleagues together from across disciplines in order to meet and talk about what we do at Rhode Island College. The idea at work here is that conversation can lead to reflection, and reflection about teaching and why we do it helps us to improve as teachers, and as professionals. This is no where more true than when we talk together about how we use Blackboard in the face-to-face, the blended, or the fully online learning environments.

Whatever learning environment you're in, a common theme among those who practice and study high-impact educational practices claims that when instructors are explicitly clear with their students about assignments, and about how to succeed with assignments, and about feedback on assignments, and about pedagogical choices in the classroom related to those assignments . . . students do better. But for students to do better, the instructor has to consider and reflect upon the cause-and-effect relationship between teaching methods and student outcomes (among other related pedagogical issues!)

Traditional grades are one way to assess whether students are learning, but grades often invites us to maintain the status quo rather than re-think it. Grades assess them, not us. For reflection to become critical self-reflection on our teaching methods, we need to do more than assess students—rather, we need to assess the learning environment as a dynamic system of cause-and-effect.

Recommendation: if you haven't yet, then this term consider devising a low-stakes in-class assignment in order to get a quick snap-shot of the class--especially early on in the term, and well before mid-term. You might try leading a discussion for twenty minutes where you specifically ask if the lectures make sense, if the assignments are clear, if they're keeping up with the work, and so on. Asking is easy. Listening is hard. There are other low-stakes assignments, but when done well they help our students to help us think about the ways in which classroom process links to student outcomes.

It's worth doing, according to the scholarship on teaching and learning--students work harder if they think you're an advocate for their learning, and not merely an "information delivery expert."   However, f you prefer not to dialogue with a class--or the class is too big, then perhaps try an informal in-class writing assignment--ask them the same sorts of questions you would in a discussion--and be sure to ask them to list at least three questions they have about the material. Have them write for ten-fifteen minutes. You can assign the same sort of assignment on Blackboard and they can do it at home. Then, read what they write and let them know you read it; keep it informal and low-stakes. It's feedback. Use it.

Then, come and talk to us at the FCTL about what's happening in your teaching.

And join us for one or more of our Co-Op events this fall. Whatever the workshop topic of the week, presentations will be short with time left for ample conversation. And we have a lot to consider this term, related to writing across disciplines, teaching and technology, general education overhaul, and many other topics: suffice to say that higher education continues to twist in the wind of the current age. Will we bend or break?

I hope you might be able to join us at one or more of our Co-Op events. Best of luck this term. FCTL Director **Joseph Zornado**

Faculty Resources

Microsoft Live@edu Service for Rhode Island College Students
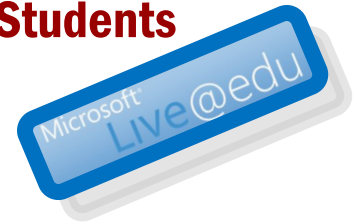
Aaron Buckley

Technology Director, The Anchor Newspaper

IT Troubleshooter, USS

With Windows Live, RIC Leaps Into the Cloud

This past year, the College chose Microsoft's "Live @ EDU" initiative to host its student email system. While we used Microsoft's Outlook Web Access solution for email before, it was outdated and severely limited in its functionality. Students complained that their inbox space was too limited, that they were required to use the Internet Explorer browser to get the full array of inbox management tools, and that the log-in scheme was too cumbersome. Windows Live, comprised of a brand new email system and an array of other progressive technologies, has relieved students of these hurdles and provided them with important and useful tools to enhance their communication and workflow.

Of particular note, the email system itself is brand new. While our old system was hosted on campus, Live is hosted directly on Microsoft's servers. Students now enjoy massively expanded inboxes and storage space, up from several hundred megabytes to ten gigabytes. Students have the choice to access their email via Internet Explorer, Firefox, Safari, and Google's Chrome web browser and are all treated as equal clients with no missing features. It is faster, more aesthetically pleasing, customizable, and ties into the other components of the Windows Live ecosystem.

One of the best features of Live is SkyDrive. Every single Rhode Island College student now receives twenty-five gigabytes of cloud storage that is linked right to their email login. This space on the Internet can be used for storing documents, pictures, videos, presentations, and any other files students may need. As long as they have access to a computer with internet access, those files are right at their fingertips. For faculty, this means no more excuses for late papers because "it was left on my computer at home!"

Windows Live SkyDrive has built-in web-based versions of Word, Excel, PowerPoint, and OneNote so that students can create, edit, save, and share documents from right within the web browser. Students don't even need to have a copy of Microsoft Office on their computer, although they get improved functionality if they do. Microsoft Office 2007 and 2010 both feature links to the online versions of office, offering to save and open files from within the Office programs' dialogue boxes.

For faculty, the benefits of Windows Live will be immediately apparent, even though the system has not yet been rolled out to them. Many classes require students to give presentations, and this usually involves either sending the applicable documents to the professor's email or bringing in easily-lost USB Flash drives. There is no need any longer, when a student can just log into their Live account in class, pull up their presentation, click it, and go. Students are also much more likely to use their RIC Live @ EDU email accounts now that they compare favorably to offerings from Google, Yahoo!, and other email systems.

Gaige 168 remodeled to accommodate 30 computers

User Support Services is pleased to announce that the Gaige 168 classroom lab now contains 30 student computers. For several years, faculty have voiced their interest in a classroom computer lab which can accommodate more than 25 students. Last year, David Toms, Manager of Help Desk and Audiovisual Services, drew up a plan to remodel Gaige 168 to house 30 student computers. With the help of Frank Montanaro and his team in Facilities and Operations, the room was renovated last summer. The lab opened at the beginning of the Fall semester with 30 computers and temporary furniture. On October 13th, Correctional Industries delivered new furniture for the expanded lab, so renovations are officially complete. Faculty may book Gaige 168 for courses that meet for an entire semester. When you schedule the lab, please try to schedule classes with 24 or fewer students into Gaige 163 to allow larger classes to reserve Gaige 168. Faculty interested in meeting classes in Gaige 168 on an hoc basis this semester may book the lab through EMS www.ric.edu/ems.

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.

Scholar End-of-Life

The Scholar central service at http://www.scholar.com will be shut down on the January 13, 2012. For more about the Scholar Building Block going away, please visit http://faculty2.ric.edu/sbadger/newsletter/scholar_end.pdf

REACH INSPIRE CONNECT

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

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)