REACH INSPIRE CONNECT

RHODE ISLAND COLLEGE
600 Mount Pleasant Avenue
Providence, Rhode Island

The USS Helpdesk is 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 is 456-8803 or x- 8803

INSIDE THIS ISSUE:

Blackboard Questions? We're Here to Help

There are a several places to find Blackboard support.

Faculty Toolbox

http://www.ric.edu/toolbox/BB9/information/index.htm

The Blackboard Faculty Support Toolbox is your self-service area for links to the Blackboard training schedule, step by step guides, information regarding how to enable your Fall courses in Blackboard (often referred to as LMS-enabling a course in RIConnect), and much more...

In Your Blackboard Course

You'll also find RIC-specific Blackboard information on the Course Menu under the Blackboard Faculty Help Area link.

USS HelpDesk

For more personalized help with your Blackboard courses, please contact the HelpDesk at 456-8803 or helpdesk@ric.edu and we'll schedule a one-on-one session with campus Blackboard and pedagogical experts in User Support Services and the Faculty Center for Teaching and Learning.

RIC Email on Your Smartphone

If you are a busy faculty or staff member who wants on-the-go access to your email, you can always set up your Smartphone to send and receive email. In addition to email access, many phones can be configured to synchronize contact and calendar data. Since Smartphone setup is unique for each type of mobile device, we've included instructions for the five most common mobile phone operating systems.

Please select the operating system of your device from the list below. If you have a multimedia phone that is not on the list below, choose Other Phone: POP and IMAP Settings.

Android
Blackberry
Apple iPhone and iPod Touch
Palm WebOS
Windows Mobile
Other Phone: POP and IMAP Settings

Note: Please be aware that instructions differ between faculty/staff email configuration and student configuration.

For more information about setting up email for student and faculty/staff on a Smartphone, please visit http://www.ric.edu/technology/smartphone.php.

Announcing iPad Out of the Box Training

Getting started with iPad is an introduction to both the hardware and software configuration of the iPad right out of the box. The class assumes that you have no experience with the iPad. We will walk you through setting up the iPad from scratch, beginning with creating an Apple ID and including email configuration (i.e. iCloud and RIC Mail). We will show you how to synchronize your iPad with iCloud and your local PC or Mac.

The class will be based on the iPad 2 and 3 and will feature the new iOS 6 that is scheduled for release in early Fall. The original iPad does not support this new iOS.
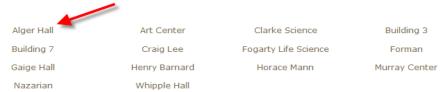
E-Classroom & Lab Support Page Renovated

Did you know that most electronic classrooms and teaching labs at Rhode Island College are equipped with multimedia devices to enhance your instruction? Currently, the College has over 160 electronic classrooms distributed across the campus. We classify electronic classrooms and labs to help you identify what type of equipment is available in each room. There are currently five classification levels (0-4) for e-classrooms and labs. There are also five auditorium facilities equipped with multimedia and technology equipment.
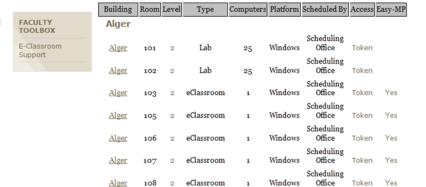
E-CLASSROOM INFORMATION

The electronic classrooms and labs contain a variety of equipment that is available to the faculty and students. Each link will take you to another page listing which rooms are electronic classrooms or labs and what equipment is located within each of the rooms.

Alger Hall	Art Center	Clarke Science	Building 3
Building 7	Craig Lee	Fogarty Life Science	Forman
Gaige Hall	Henry Barnard	Horace Mann	Murray Center
Nazarian	Whipple Hall		

To explore equipment available in a particular electronic classroom, please visit the newly-renovated E-Classroom and Lab page at: http://www.ric.edu/toolbox/building_information/index.htm. You will see a list of all of the buildings containing at least one e-classroom and/or e-lab. Click on a building name to view all e-classrooms and e-lab rooms located in that building. Selecting the building name in front of the room number (e.g., Alger 101) will display a picture of that room.

In addition, the table provides information regarding room level, room type, number of computers, OS platform installed on computer(s), room scheduling responsibility, room access information, and whether you can connect wirelessly to the projector with a PC or MAC laptop. For a handy list of all RIC e-classrooms and e-labs, please go to page http://www.ric.edu/toolbox/room_access.htm.

FACULTY TOOLBOX

E-Classroom Support

Building	Room	Level	Type	Computers	Platform	Scheduled By	Access	Easy-MP
Alger								
Alger	101	2	Lab	25	Windows	Scheduling Office	Token	
Alger	102	2	Lab	25	Windows	Scheduling Office	Token	
Alger	103	2	eClassroom	1	Windows	Scheduling Office	Token	Yes
Alger	105	2	eClassroom	1	Windows	Scheduling Office	Token	Yes
Alger	106	2	eClassroom	1	Windows	Scheduling Office	Token	Yes
Alger	107	2	eClassroom	1	Windows	Scheduling Office	Token	Yes
Alger	108	2	eClassroom	1	Windows	Scheduling Office	Token	Yes
Alger	109	2	eClassroom	1	Windows	Scheduling Office	Token	Yes
Alger	110	2	eAuditorium	1	Windows	Special Events Office	Key	
Alger	202	1	eClassroom	1	Windows	SOM	Token	

Want to learn more about using e-classrooms and e-labs?

You have several options available via the Faculty Toolbox at http://www.ric.edu/toolbox/technology_services.htm! For instance, you can browse the Training link to sign up for a scheduled training course or click on the Documentation & Video Support link to view videos created by User Support Services that will show you how to use the equipment in each level of e-classroom or lab. And finally, if you would like an *e-classroom/lab orientation*, please contact the **HelpDesk at 8803**.

Looking Forward to January Blackboard Upgrade

Blackboard has released the latest update to Blackboard 9.1, called Service Pack 8 (SP8). RIC will be upgrading to this new service pack in January and fully implementing before the spring semester begins.

Service Pack 8 promises the look and fluidity of a more modern web-based application and will give a much-improved user experience. Don't worry though, the look will still be familiar to both faculty and students and the functionality remains unchanged.

A chief advantage to Service Pack 8 is the all new "Quick Setup Guide" which makes using Blackboard much more intuitive for both new-comers and advanced users. The guide makes it easy for instructors to choose an appropriate theme and structure for their courses, allowing faculty to spend less time on the technology and more on pedagogy, teaching and learning.

User Support Services will be announcing several dates for a "What's New and Different" Workshop for Blackboard Service Pack 8 later in the fall semester. If you are interested in seeing what Service Pack 8 is all about, click on the link below and watch the video: http://www.youtube.com/watch?v=kzKK5vaRkuw&list=PLBCCDA986A7800D36&index=5&feature=plpp_video

Summer Computer Lab Upgrades Completed

User Support Services performed extensive upgrades this summer to the College's PC and Macintosh academic hardware and software resources. On the PC side, User Support Services upgraded the hardware in the following computer labs: Fogarty Life Science 103, Horace Mann 182, Horace Mann Technical Center, School of Social Work 006, and Whipple 102. The staff performed complete software refreshes on all academic PC computer labs and electronic classrooms, which includes over 600 PCs! In the Mac world here at Rhode Island College, our staff implemented all new iMacs in the Whipple 103 Photo Lab and the two walk-in labs, Whipple 102 and Horace Mann Technical Center. The staff performed Operating System upgrades (to Lion Mac OS 10.7.4) and upgrades to several other college-owned software packages for all academic Mac labs and electronic classrooms, approximately 125 Macs.

Lecture Capturing in Henry Barnard School STEM Rooms

User Support Services offers workshops showing you how to capture your lectures in the Henry Barnard School (HBS) STEM Rooms. The HBS rooms that have lecture capture capabilities are 205, 212, 214, and 215. This workshop will show you how to capture single and multiple sources along with the in-room cameras. You will also learn how to share your captured lecture with your students. If you are interested in attending a workshop please email **ittraining@ric.edu**.

iClicker2 now being sold at the RIC Bookstore

Looking to integrate classroom response technology into your teaching? Rhode Island College standardized on the iClicker a few years ago. iClicker, one of the most widely used classroom response systems in higher education, recently released a new remote called the iClicker2 which offers new features such as full numeric and alphanumeric functionality and LCD display. The RIC bookstore is now stocking the iClicker2 remotes for the Fall 2012 semester. If you have any questions on how to use and incorporate the iClickers in your class, please contact the HelpDesk at 456-8803. Please visit http://www.iclicker.com/Products/iclicker2/ for more information about the iClicker2.

Blackboard Tip : Using Course Files

Any file or files you upload into your Blackboard course will be stored in the Course Files Repository. Organizing and maintaining your files is an important part of developing an online course. Within Course Files you can organize, view, manage, and link to those files however you see fit. You can also create new folders within the Course Files area to stay organized. Course Files also supports WebDAV which allows you to directly upload, edit and manage your files in the Course Files area from your desktop computer.

If you are planning on using video files or PowerPoint files that contain video and/or audio within them, you will want to upload those files to your FDR (Faculty Data Repository) account and then link to the files from within Blackboard.

Remember all Blackboard courses have a file size limit of 500mb.

HELPFUL LINKS:

WebDAV

http://www.ric.edu/toolbox/BB9/content_collection/setting_up_webdav_for_a_blackboard_course.pdf

FDR

http://www.ric.edu/toolbox/BB9/fdr/introduction_to_the_fdr.pdf

http://www.ric.edu/toolbox/BB9/fdr/15.3_linking_from_BB_to_the_fdr.pdf

Blackboard Mobile Learn

Blackboard Mobile Learn allows students and instructors to access teaching and learning tools wherever and whenever they want on mobile devices. In Blackboard courses through a mobile device, you can both view and post back to key areas, including Announcements, Discussion Boards, Blogs, and Journals. Additional features include: Push Notifications, Mobiles Tests, and Retina Display support for the new iPad. The app is available for the following devices: all Android devices, Blackberry smartphone devices, HP webOS devices, as well as for the iPhone, iPad, and iPod touch devices. To download the application, please visit the app store for your device and search for "Blackboard Mobile Learn."

Departmental Scanning

Did you know that you can scan documents on your department's Savin copy machine? If not already configured, the Helpdesk can setup your Departmental Savin copy machine to scan documents which can then be accessed from your computer. RIC offers temporary storage for all your scanned documents which will be stored in PDF format. You can access your scanned files from either a PC or a Mac. For further assistance, please contact the Helpdesk by calling extension 8803 or e-mail helpdesk@ric.edu

SMARTBoard Tip: Pen Annotation

The SMARTBoard or sympodium ink pens can be used to annotate a PowerPoint presentation or other MS Office applications. To annotate a document, turn on both SMARTBoard Tools and SMART Ink. For step-by-step instructions,
http://faculty2.ric.edu/ittraining/smarttools/how_to_use_the_smartboard_and_sympodium_pens_to_annotate_in_a_powerpoint_presentation_or_ms_applications.pdf

If you want to annotate in non Microsoft Office applications, please follow the step by step instructions in the below link.

http://faculty2.ric.edu/ittraining/smarttools/how_to_use_smartboard_sympodium_pens_annotate_non%20microsoft_office_applications.pdf

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

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

Special thanks for assistance with this newsletter to: Scott Badger, Jack Mello, Kyle Jackson, Tony Carlino, Joseph Carchia, and Al Gonzalez.

Designed by: Scott Badger and Gloria Anzevino

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 faculty to incorporate in to their lessons. Faculty members are encouraged to explore and use the Faculty Development Area located in the back of Horace Mann Technology Center. For more information about electronic classrooms and labs, please see the Faculty Toolbox or call 8803.

♦ Computer Labs
♦ Electronic Classrooms
♦ Faculty/Staff Development Area

HOURS OF OPERATION FOR WALK-IN LABS:

Spring and Fall Semester Hours:
Horace Mann Technology Center
Monday-Thursday 8 am-11:45 pm
Friday 8 am—4:45 pm
Saturday closed
Sunday 12 noon—11:45 pm
Whipple 102
Monday-Thursday 8 am—9:45 pm
Friday 8 am—4:45 pm
Saturday 9 am—4:45 pm
Sunday closed

Summer Semester Hours:
Horace Mann Technology Center
Monday-Wednesday 8 am-9:45 pm
Thursday-Friday: 8 am—4:45 pm
Saturday: 9 am—1:45 pm
Sunday closed
Non-Semester Hours:
Horace Mann Technology Center
Monday-Friday 9—4:45 pm