

## **Part-Time Faculty Collaborate Help Desk**

These are the main instructional issues addressed by Alzira (Lena) Ruano, Matthew (Matt) Colburn and Carlos M. Molina Rosales, during the first week of working remotely and the approximate time used to address Faculty questions:

### ***Bb Learn (130 minutes)***

- Uploading video to Bb Learn using *Mashups* (Build Content > Mashups > YouTube video)
- Bb announcements
- Using “weblink” to link videos or any other website on Blackboard Learn.
- Using *Respondus* software for uploading tests to blackboard.

### ***Bb Collaborate (185 minutes)***

- Recording a session.
- Using different functions on Bb Collaborate.
  - Audio Setup
  - Using the Audio & Video Panel
  - Creating a Collaborate Session
  - Loading a PowerPoint File
  - Using the Participants Panel
  - Using Web Tour
  - Using the Whiteboard

### ***Bb Ultra (105 minutes)***

- Addressing problems of sound with Blackboard Ultra.
- Using control panel.
- Using audio and video controls.
- Setting a session.

### ***Microsoft Applications (150 minutes)***

- Questions on how to use MS Word functions.
- Questions on how to use MS Excel functions.
- Questions about sending class email to entire class through Outlook.

### ***ZOOM (270 minutes)***

- Creating/hosting Zoom meetings.
- Sending an announcement through Bb Learn with link for Zoom meeting.
- Sending email through outlook with link for Zoom meeting.

- Creating an invite for a Zoom meeting using Outlook Calendar.
- Using different functions in Zoom.

*Administrative questions which were referred to Department Chairs (35 minutes)*

- Getting a Laptop computer to borrow.
- Security and risk management issues using non-MC contracted programs to teach online (FERPA)
- Asking what is the MC server code?
- A question whether logging into testout.com to view lectures and complete work should be counted as attendance.
- Questions about midterm and final grade deadlines – advised to follow up with campus registrar.

*Issues with searching engines/browsers (55 minutes)*

- Not knowing how to optimize the settings to support use of applications.
- Not knowing the name of the different parts of a website to follow instructions while on online support.

### **Recommendations**

Suggested priorities given the current situation:

- Implementing more training sessions on all applications and programs used at MC for remote teaching.
- Implementing training sessions on managing sensitive information on the Internet, and how using apps other than the MC authorized may create risks.