iterations

INFORMATION TECHNOLOGY SERVICES • UNIVERSITY OF MISSOURI - ST. LOUIS August 2012

MyGateway Collaborate Upgrades

MyGateway (Blackboard) has made significant improvements on its synchronous real-time online interaction tool, Collaborate.

Collaborate was added to MyGateway in the Spring of2012 . It is the next generation web conferencing and online virtual classroom tool and will be replacing the popular Wimba Classroom conferencing tool sometime next year.

Audio improvements for Windows and Mac OS X 10.6 and later

• Improved echo cancellation, including a new Microphone option Cancel echo between microphone and speakers. This improvement gives users the option to use their computers' built-in speakers and microphones rather than headsets.

• Improved automatic gain control, including a new Microphone option Adjust microphone volume automatically (up and down). This new option replaces the old options Amplify quiet sounds from microphone dynamically and Adjust volume automatically to limit distortion.

Chat enhancements

• New option for Moderators, Show My Private Chats in Room Tab, lets Moderators read private Chat messages in the main Room conversation tab, eliminating the need to switch conversation tabs when they receive private messages.

• New option for Moderators and Participants, Show Event Messages, lets users show or hide event information (about who has entered or left the Main room and breakout rooms) in the conversation area.

Permissions

• The global permissions are now displayed to Moderators as icons at the top of the Participants list (next to the Main Room name). Moderators can click on the icons to turn the permissions on and off.

Accessibility

•New Closed-Captioning window display options to improve readability: background color; text font, size and color; and an invert option to reverse the text and background colors.

• Support of JAWS versions 12 and 13.

• Support of Java Access Bridge version 2.0.2.

Collaborate Mobile

• New option to attend in a live Collaborate session through a iPhone or iPad once you have download the free Collaborate App from the Apple App Store (release estimated late August).

Go here for more information on Wimba and Collaborate

Marcel Bechtoldt
System Administrator, Principle
bechtoldt@umsl.edu

CTL Hires Two New Instructional Designers

Michael Porterfield, Ph.D. candidate in Teaching and Learning, joins the CTL as an instructional designer. He has been teaching and designing courses for the last six years for the College of Education. He is excited to assist faculty and students in enhancing their online teaching and learning experience.

Michael Porterfield
Instructional Designer
porterfieldm@umsl.edu

Dylan Herx also joins the CTL as an instructional designer for online courses. He has a strong background in technology and utilizing digital tools into course activities. He looks forward to working with faculty as they investigate new ways to interact with online students.

Dylan Herx
Instructional Designer
herxd@umsl.edu

Save the Date! Save the Date! Save the Date! Save the Date! Save the Date!

Conference Dates: November 1-2, 2012

University of Missouri St. Louis

Focus on Teaching and Technology 2012: A Regional Conference

FOCUS ON TEACHING & TECHNOLOGY A REGIONAL CONFERENCE

11/01/2012 - Technology and Learning Center, UMSL South Campus
11/02/2012 - J.C. Penney Conference Center, UMSL North Campus

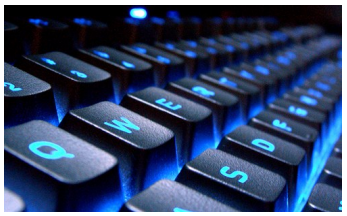
For more information

News from the Center for Teaching and Learning

Is teaching online in your future?

Those of us at the CTL believe it is. Learning management systems like MyGateway afford intriguing opportunities to engage our students more intently well before the first class of a semester. As we add more documents and assignments to MyGateway course sites and as we require students to submit papers electronically, we're slowly learning that we can rely on technology to meet our classes. It may not be necessary to cancel a class on a snow day or make alternative arrangements for a class meeting when we're attending an out of town conference. As we learn to use more tools to interact effectively online with our students, we're inching closer to offering courses in a hybrid format. What's next? Completely online? How is UMSL supporting such transitions?

Early this spring Provost Glen Cope announced an organizational plan to support faculty members and departments that anticipate offering online courses and programs. The Center for Teaching and Learning now has responsibility for this work and is in the midst of a search to hire an instructional designer to support faculty members as they redesign their courses for online delivery. The Office of Online Administration, which will handle fiscal management and compliance oversight of online courses and programs, is now located in the office of Vice Provost Judith Walker de Felix. Together, these two offices promote online teaching and learning.



In May the Center for Teaching and Learning invited faculty members planning to teach an online course in the fall to register for a new series called Online in 9. This nine week program is designed to help faculty efficiently develop or redesign an online course. According to Keeta Holmes, assistant director and instructional designer at the CTL, by the end of the series faculty colleagues will have (1) an updated course site in MyGateway, (2) gained experience using new technologies, and (3) considered strategies needed for managing time and students in an online course. The summer series began in early June with two weeks of meetings face-to-face and continued with online activities structured to help faculty participants develop each course incrementally.

CT&L the Center for Teaching & Learning

The summer staff included colleagues from the CTL, Keeta Holmes and Peggy Cohen; the Faculty Resource Center, Paul Wilmarth, Tom Roedel, and Jennifer Simms; and UM Online, Holly Henry. Raleigh Muns, Reference Librarian, joined the group for a session to discuss staying in compliance with federal regulations about copyright use in online courses.

The inaugural summer series was limited to an enrollment of 20 faculty members with priority offered to those who are developing courses for fall 2012 delivery or as part of the online Bachelor of Liberal Studies degree program. These 20 participants worked together in small, interdisciplinary groups in order to share ideas and offer one another feedback on course objectives, activities, and assessments. Research-based standards provide the foundation for this work. Participants are learning the Quality Matters criteria that are used nationally to assess the features of online courses. These criteria include attention to engaging students with faculty, one another, and course content.

A by-product of Online in 9 participation is that faculty members gain an understanding of what it is like to be a student in an online course as they take advantage of the reading, resources, and tools posted for each week's topic. Joe Pickard, Associate Professor in the School of Social Work, commented that "One good, unintended consequence [of signing up for Online in 9] is that I have a new level of empathy for my students…That lesson alone is worth it!." Professor Pickard was comparing the preparation and structure of Online in 9 to the structure and requirements in one of his courses. In fact, Susan Yoder-Kreger, Associate Teaching Professor in Languages, explained that she registered for the series so that she would stay on track to complete updating her course for fall delivery online.

Teaching and/or learning online is in everyone's future. A review of the schedule of activities for the nine week series provides an understanding of what is involved in redesigning or developing an online course. View the schedule at this link on the CTL website. If you are ready to expand your technology toolbox – whether to redesign a familiar course or to stretch and design an online course – consider registering for a future session of Online in 9. CTL will offer the series in upcoming semesters on the following dates:

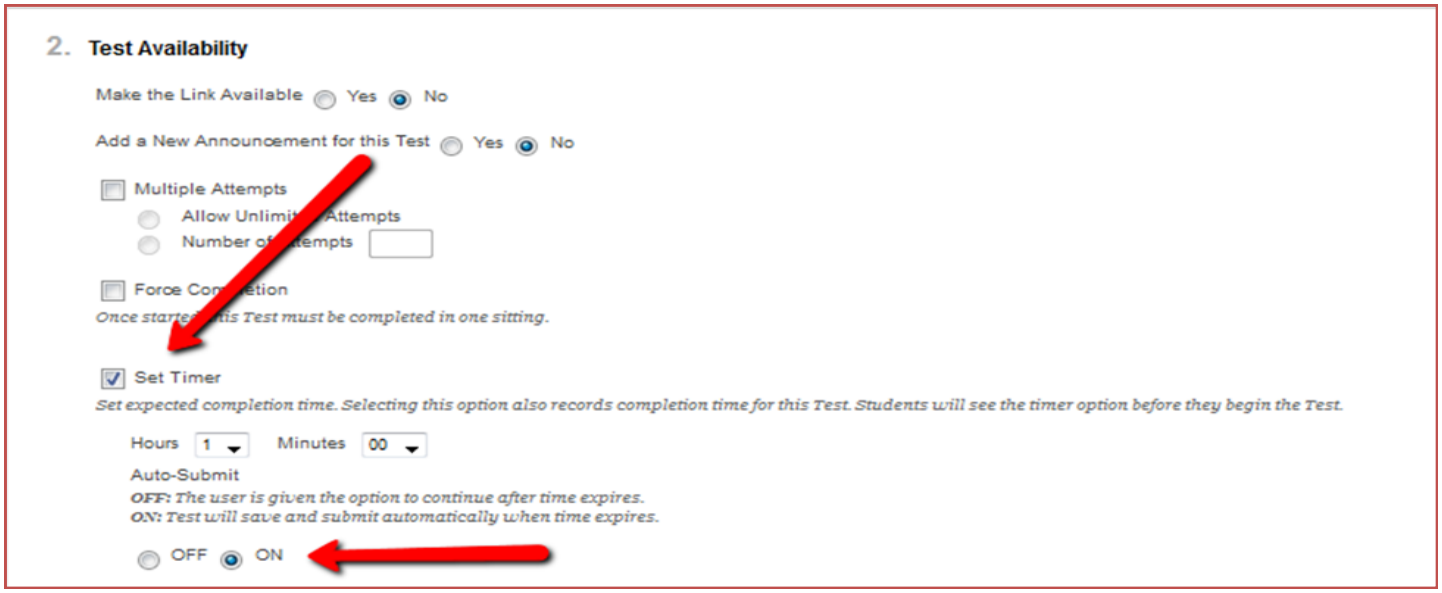
- Fall 2012: September 9-November 17, 2012
- Spring 2013: February 10-April 20, 2013
- Summer 2013: May 26-August 10, 2013
- Fall 2013: September 8-November 16, 2013

Peggy Cohen
Director, Center for Teaching and Learning
Associate Provost for Professional Development
Peggy_Cohen@umsl.edu

Did you know:

With the Timed Assessment Enhancement feature, you don't have to worry about students going overtime or forgetting to submit the test. Go to your test and select the action button, [ ] then choose "Edit the Test Options." Select "Set Timer," choose your time frame and turn "Auto-Submit" to "ON." The test will submit automatically when the time is up. Additionally, should the test freeze, it is now easier to retrieve any answers the student completed, and that reduces the chance that students will have to start the test over again. The Timed Assessment Enhancement feature gives instructors greater flexibility in setting the parameters for their test environment.

Tom Roedel
Technical Trainer
roedelt@umsl.edu



What's New in Blackboard Service Pack 8 (SP8)

As you know MyGateway has been upgraded to Blackboard 9.1 Service Pack 8 which means new tools to enhance teaching and learning. If you would like more information, to schedule a departmental workshop or individualized consultation please contact the Faculty Resource Center at 314-516-6704, email: frc@umsl.edu or stop by 105 Express Scripts Hall (ESH). In addition tutorials and videos describing the latest features can be accessed here.

Enhancements include the following

Course-to-Course Navigation

This feature allows students and instructors to move from course to course while retaining the context of the page or task from the original page of any recently accessed course.

Course Structures

Course Structures are pre-built structures that focus on specific aspects of a course including Activity, Communication, Content, Systems, and Time.

New Themes

The default theme in Blackboard Learn has been updated to enhance usability. Course Themes are pre-built designs that instructors can select to match their design preferences and teaching methods. Course Themes add a background image to the course display and change the color of the user interface.

Negative Marking

Negative Marking allows instructors to apply negative point values for incorrect answers on assessment questions.

Automated Re-grading

Instructors can now fix problematic questions by simply editing the invalid question directly and having all necessary updates flow automatically to the Grade Center. For any assessment question, instructors can drop, give full credit, change point value, or change which answer is marked correct. After the question has been updated, Blackboard Learn recalculates the score of all submitted assessments that included the updated question, reflects the updates in the Grade Center, and provides notification to both the instructor and optionally to the student for all impacted submissions.

Interactive Rubrics

Enhanced rubrics support instructor efficiency in the grading process and convey expectations to students. The rubrics enable the efficient, consistent grading of manually graded student submissions and also facilitate secondary evaluations used to support program evaluations. The rubric is 'clickable', allowing for dynamic entry of feedback and ratings. When creating a rubric, instructors can choose from 4 types (percentage, point, point range, and no-point), as well as assign weights to categories. The same rubric can be as-

Continued next page

signed to multiple gradable items. Instructors can also opt to have the rubric viewable by students. Rubrics can be imported and exported for use across courses

Needs Grading Tool Enhancement

Needs Grading status. A Discussion Board forum, for instance, might be set to only appear in Needs Grading status after a student has made three posts, rather than with each individual post. The Needs Grading tool is also visible as part of the Needs Attention Module so instructors are alerted consistently with other gradable items.

Timed Assessments Enhancement

This new capability provides instructors with an intuitive means of setting time limits on assessments and configuring the system to auto-submit the assessment at time expiration. Instructors can now choose to make the timed assessment auto-submit, or to allow the assessment to continue beyond the allotted time as in previous releases of the Blackboard Learn platform. Students are provided with visual cues to track their progress when taking and submitting timed assessments set to auto-submit. Attempt information for timed assessments includes details on how much time the student spent on the attempt versus how much time was allotted.

Quick Setup Guide

When instructors first enter a course they are presented with a Quick Setup screen that provides links to documents that outline working with content and getting started in the course environment. There are also direct links to the On Demand Learning Center and help.blackboard.com. This feature will help acquaint new users to Blackboard Learn courses, features, and capabilities to help them quickly get started.

Activity Reports

Activity Reports provide reporting on how instructors and students are utilizing their Blackboard Learn courses and course materials. Administrators can generate reports for any course in the system, any user, or a collective view of users. Instructor reports are limited to their individual courses and the students enrolled in those courses. The following reports are available: Course Activity Overview - available to Instructors and Administrators; Student Overview for a Single Course - available to Instructors and Administrators; User Activity Overview available to Administrators only; and Single User Activity Overview available to Administrators only.

Jennifer Simms
Technical Trainer-Principal
jsimms@umsl.edu

Summer Cleaning

Usually we say spring cleaning, but in our business the middle of the spring semester is a terrible time to clean. Summer is a great time to remove or secure old and/or risky files and data. Many areas of the University store and collect personal or sensitive information for UMSL and non-UMSL people. That data may be very useful to the business practices of your area, and to a hacker or identity thief they are gold. With data breaches on the rise the FTC has published a document called Protecting Personal Information: A Guide for Business. You can download it here.

Here are 5 key areas of data security and privacy.

Take Stock: Know exactly what you have in your files and on your computer. Know what types of data you are collecting and storing, who has access to it and why. Are you storing SSNs? Should you be? Is it a good idea to keep Credit Card data stored in spreadsheets?

Scale Down: Keep only what you need. You do not need to keep every document ever given or emailed to you. If you do not need it or use it, get rid of it. Do you need those documents from the 90s?

Lock it: Protect the data you keep. Is it really appropriate for everyone in the department or group to see all types of information? Are you storing paper records in locked cabinets in locked areas? Are you carrying FERPA or sensitive data on a portable device? There may be better and newer ways to store and protect sensitive data, contact ITS and ask.

Pitch it: Properly dispose of files or media you no longer need or want. Shred old paper documents that may be sensitive. You can also drop off old disks or drives with ITS and we will shred those too.

Plan Ahead: Create a plan to respond to security incidents. UMSL has a data security incident policy, you can find it here http://www.umsl.edu/technology/security/reporting.html

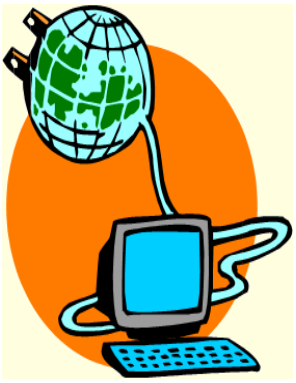
If you ever have data security issues or questions, or if you just want to know newer or better ways to store data, you can always contact the Information Security Office.

Mark Monroe
Information Security Officer
monroem@umsl.edu

I2 is Down...What Does That Mean?

We have all seen the e-mails letting us know that Internet 1 (I1) or Internet 2 (I2) is having issues, but do we really know what that means? Well, let's look into the world of Networking and find out.

Everything starts with our Internet Service Provider (ISP) MOREnet. They maintain a state-wide fiber optic network that links the UM campuses and provide Internet access for the UM campuses. They also provide Internet access for many K-12 districts, state and county agencies. It is thru MOREnet that we get our link to the Internet (both I1 and I2).



Most sites people access are I1 sites. These include Google, Amazon, ebay, and most every other site you can think of. As the number of I1 sites started to grow at what seemed an exponential rate researchers saw a need for a network to link research institutions at speeds they could no longer accomplish using I1 links. This grew into what is known today as Internet2. Research institutions on I2 pay yearly membership dues for the ability to other I2 sites using I2 high bandwidth paths. Access from one I2 member to another I2 member will traverse an I2 path, avoiding congested I1 links. Our campus is an I2 member. So are UMC, MS&T and UMKC.

So now, next time an email mentions I1 or I2, you will have hopefully have a little better of what that means to you.

UMSL Networking
appletonp@umsl.edu

The Faculty Resource Center (FRC) has developed a wiki site so that users can post problems or issues related to the latest version of Blackboard. To access the wiki site login to MyGateway (http://mygateway.umsl.edu) and select the Using MyGateway and the WWW: A Resource and Training Guide for Instructors course site. Select the button to the left titled "Bb Information Wiki." One of the pages to the right "Bb 9.1 Known Issues" documents a list of issues and describes solutions and/or workarounds to them. If you would like to report a known issue or you're experiencing a problem with one of the MyGateway features, please select the option to "Edit" the wiki in order to contribute to the list.

We will continue to work with Blackboard to resolve these issues and will provide updates when available. For additional information, to schedule a departmental workshop or individualized consultation please contact the Faculty Resource Center at 314-516-6704, email: frc@umsl.edu or stop by 105 Express Scripts Hall (ESH).

Jennifer Simms
Technical Trainer Principal
jsimms@umsl.edu

Self-Serve Free Digital Copies Available at the Libraries

Library patrons now have an alternative to traditional paper copiers. Two KIC Bookeye 4 scanners offer quick and easy digital copies of research materials free of charge.

The new scanners feature:

- Simple touch screen controls
- Ability to save to portable USB drive or email
- Face-up scanning that is faster and easier on books
- Color or black & white scans up to 17" x 24"
- Scan resolution up to 600 dpi
  PDF, JPEG, TIFF, PNG, RTF, or MP3 format
- Text recognition enabling output to audio or searchable PDF

One scanner is located at Thomas Jefferson Library and one at Ward E. Barnes Library. Using the scanners will ease the transition to a paperless world. And they are free!

Pat Tansey
System Support Analyst—Specialist
tansey@umsl.edu

SharePoint Upgrade

Information Technology Services (ITS) is performing a service upgrade to SharePoint 2010. Using SharePoint, people can collaborate together and share documents through the creation of sites accessible via your web browser. This upgrade includes the following enhanced features:

• Office Web Applications (Access Word, Excel, and PowerPoint documents inside of a web browser)

• Document Collaboration (Store and Share documents with full text indexing search capabilities)

• Wikis/Blogs (Social Networking options)

• RSS Feeds

• Forums

• Project Management (Use of Tasks, Workflows, etc.)

• Calendars

These features turn individual sites into communities of interaction and collaboration. Through enhanced features such as Search, users compile, access, and manage vast amounts of information and documents. Along with Search, SharePoint 2010 includes document and project management and new social networking features.

The new My Site lets users and departments take advantage of micro blogging, feeds, tags and more. This new feature of Share Point 2010 lets you manage documents, tasks, calendars, colleagues, and other personal information in one centralized location. Additionally, My Site users can stay up-to-date with their colleagues via profiles, contacts, and a new organizational browser.

Among the enhancements of SharePoint 2010 is improved integration with Microsoft Office and usability in browsers. Through the use of Microsoft Office Web Applications users can view and edit office documents directly inside of and across different browsers with some limitation. As with the new version of Office, SharePoint 2010 features a new ribbon interface similar to the Office 2010 application on your desktop pc for easier access to edit documents, forms, reports, etc.

ITS will work with users to make sure transitions to the new Share Point 2010 run smoothly. If you are interested in a Share Point site, please contact the Technology Support Center either by email or phone. More information can found here.

David Gellman
System Administrator
gellmand@umsl.edu