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?

When Provost Glen Cope announced an organizational plan to support faculty members and departments planning to offer online courses and programs, the Center for Teaching and Learning was assigned responsibility for this work. Three exceptional instructional designers offer support to faculty members as they redesign their courses for online delivery. The Office of Online Administration handles fiscal management and compliance oversight of online courses and programs under the direction of Vice Provost Judith Walker de Felix. Together, these two offices promote online teaching and learning.

The Center for Teaching and Learning invites faculty members planning to teach an online course to register for a course development 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 complete and ready to go, (2) gained experience using new technologies, and (3) considered strategies needed for managing time and students in an online course. We have offered the series in the fall, spring, and summer terms. The series begins with in-person meetings continuing with online activities structured to help faculty participants develop each course incrementally to keep the course development on track.

The CTL partners with the Faculty Resource Center (FRC) to provide technology support for faculty. They offer two pre-design workshops on important technology skills faculty need when teaching online; they continue their support as faculty design their courses in Online in 9. As always, when the courses are fully developed and offered to students, the FRC provides a full set of services and frontline support to anyone teaching at UMSL, traditional or online. (continued on page 3)
Most offices have a fax machine. At one time, this was the most efficient method of sending a document from one office to another. Although many of the documents we work with today are electronic documents that can be emailed, fax machines continue to be used primarily where handwritten signatures or other annotations are required, or where security concerns restrict transmission of sensitive data via e-mail.

Over the next few months, ITS will be replacing standalone analog fax machines in offices around campus with a new IP network fax system. The new system offers a number of advantages over the existing analog fax system:

- Fax messages can be sent using a variety of different methods (from multi-function printer devices, from campus e-mail clients and directly from applications – “Print to Fax”)
- Fax messages are received and stored electronically to a secure campus web site instead of printed by an analog fax machine in a shared or open area.
- Users have the opportunity to review the document prior to saving or printing it. Reducing the need to print documents is part of our Campus’ “green” initiative.
- Users transmitting sensitive data can receive faxes to web sites using encrypted storage.
- Email alerts can be set to notify users when new faxes arrive and upon successful transmission.
- “Print to Fax” features allow electronic documents to be faxed directly from within an application, like Word, without requiring the user to first print them.

Additionally, each transmission is logged, providing more advanced auditing of fax traffic.

Some offices have been invited to join the ITS Fax Services pilot test. A full production roll out is planned later this year. Please stay tuned for additional information.

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**ShoreTel Communicator**

You have received your new ShoreTel IP phone, but you would like to understand the benefit of moving to an IP phone. The answer is simple – features, features, and more features!

The new ShoreTel system has a software application that can be downloaded to your computer called “ShoreTel Communicator.” The ShoreTel Communicator software enables your phone and computer to communicate with each other. You can make changes to your phone, choose which voicemail messages to listen to first, check your call history, integrate with Outlook to receive voicemail through your email (a great way to pick up messages from your smart phone or tablet while away), search for colleagues’ phone numbers in the Directory, and more.

Information about ShoreTel Communicator is available at www.umsl.edu/shoretelinfo. This page has the link to download the software free of charge to your computer, instructions for setting up ShoreTel Communicator, and a link to an online tutorial created by ShoreTel.

ITS is happy to present ShoreTel Communicator training sessions, led by an instructor. Attend one of these sessions to learn about the many benefits of this software and how to use it. A session schedule is available at https://apps.umsl.edu/webapps/ITS/mygateway/training/login.cfm or you may contact Mary Brown to schedule a specialized session just for your department.

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Is teaching online in your future? (...continued from page 1)

In 2012-2013, more than 60 faculty members developed courses in Online in 9 for online delivery or as part of the online Bachelor of Liberal Studies degree program. These faculty 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: [http://www.umsl.edu/services/ctl/Online%20Learning/index.html](http://www.umsl.edu/services/ctl/Online%20Learning/index.html) 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 2013: September 8-November 16
- Spring 2014: February 10-April 20, 2014
- Summer 2014: May 27-August 9, 2014

iPad Teaching Circle

UMSL has a growing number of faculty who are exploring how the iPad can support their research and teaching. We meet monthly to explore apps and ideas. Join us this fall at any of our meeting dates (alternate dates may be added): September 27, October 18, and November 15. If you are interested in joining us, please contact Michael Porterfield (porterfieldm@umsl.edu) to learn more about times and locations.

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Office365 Migration for Students

Scheduled in September

UMSL is upgrading Student Email to “Office 365 for Education” beginning on Thursday, September 12th. Why the upgrade? Simply put, students’ existing email environment, Live@edu, goes away in September and everyone across the globe will be moving to Office 365.

Office365 features improved browser compatibility that includes Internet Explorer, Firefox and Safari, as well as most mobile devices and phones including Android, iPhone, BlackBerry, Windows Phones, etc. It also works well on a Macintosh.

Additional communications will be sent after the start of the semester as more details become known.

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New Video Content Management Video Streaming Services

After more than 10 years of successfully providing Windows Media and QuickTime Video Streaming Services by ITS to our campus community, we have deployed the next generation of digital media & video management services using Kaltura. (continued next page)
Early this year UMSL, along with other UM System Campuses, started the configuration and piloting of Kaltura within Blackboard and have setup a MediaSpace site supported by Kaltura on the web, http://umsl.mediaspace.kaltura.com, which resembles a YouTube site with a few more features.

The selection of Kaltura was based on looking for a replacement Video streaming solution that would improve the support for mobile device users and prepare us for the new HTML5 web support. Windows Media is the streaming service currently used by most UMSL faculty and staff.

WMV Video clips from this service do not play directly on the iPhone, iTouch and iPad Mobile devices or MAC OS X computers. Media stored on Kaltura will play on all platforms that have a video player application.

Kaltura not only will be handling our video streaming services that you you’re familiar with, but it will add the following features.

- Easy integration of video in BlackBoard, through Content Areas, Mashups and Course Galleries.
- Direct access to your video collection “My Media” through the Kaltura My media module found on the home page in Blackboard after login and also through the Mediaspace website.
- Uploading video in any format will be processed and stored in your own My Media area, this is a similar end user experiences that one would have with YouTube.
- Screen Capturing capacities which captured recordings are directly saved to your My Media video collection.
- Direct Web Camera recordings.
- Video delivery optimized for the end users internet connection speed.

We will be in contact with Faculty on a individual bases who currently have video streaming accounts with content in either Windows Media streaming server or QuickTime streaming server, to help with the transition to Kaltura. We will continue to support Windows Media and QuickTime service till the end of FS2013, and we are targeting the Spring 2014 semester for full support video streaming through Kaltura.

If you’re interested in more information and/or instruction on the use of Kaltura, please contact Faculty Resource Center.

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Making your Archive/PST Email Available Anytime/Anywhere

A PST file is made by exporting your email messages, calendar, and other items that are stored on the Exchange server. Many people export their messages to PST’s to reduce the size of their mailbox and store them on a network drive or individual workstations. There are many disadvantages to having multiple PST files on local machines and network drives. Because your individual mailbox has a 15 GB storage quota, ITS highly encourages you to relocate your PST files back into your UMSL mailbox.

The advantages of consolidating PST files back into your UMSL mailbox are:
- You can access and search your older messages via Outlook or anywhere that you have access to Outlook Web Access (http://owa.umsl.edu)
- You will avoid many of the limitations of PST files, such as file size limits and remote availability of messages
- You will not need to manage multiple PST files

Please see www.umsl.edu/technology/PST for additional information and for Step-by-step instructions on moving your mail.

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Did you know that you might be able to easily access some University provided software from anywhere? Check it out at: https://tritonapps.umsl.edu. Some of the applications that have been available since last summer on TritonApps are ACD Labs, GARS, MathCad, MathLab, SPSS Statistics, StataIC and Office Suite components such as Microsoft Word, Excel, Publisher, Access and PowerPoint.

Information Technology Services (ITS) proudly announces additions to the TritonApps software portfolio to give students access to more applications from on or off the campus. Newly added software this semester is Minitab, Atlas-Ti, EViews and SigmaPlot.

Additionally, we are working to make access to TritonApps even easier. In the near future, ITS will be piloting access to the University software from mobile devices such as iPad and Android and desktop operating systems such as Windows, Macintosh and Linux. Please check the blog for announcements (http://blogs.umsl.edu/tritonapps/).

Previously, TritonApps software was only accessible though Internet Explorer on Windows-based machines, but now there is a way to access these applications on Mac as well. Users may be able to connect to TritonApps using our TSPortal server. Visit http://blogs.umsl.edu/tritonapps for detailed instructions and screenshots.

As always, remember to frequently save your work, whether it is your personal flash drive or K: drive provided to you by the University. Some applications provide options to recover your work in case session crashes but most do not. Please do not assume that your data will be always recoverable when dealing with software, so be diligent and save as often as possible.

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