Notes from Bb Roundtable Session (Prineville) 5/20 8:30 – 9:30 – Yasuko Jackson

Yasuko's notes are in black. Lancelot's notes are in red.

Academic Computing Support Department

Who are we?

Kristine Roshau - Instructional Technical Systems Specialist/Trainer

Yasuko Jackson – Learning Management System Support Specialist

What do we do?

- Manage Instructional-Technical Systems (e.g., Blackboard, Blackboard Collaborate, WhatDoYouThink?, Kaltura, TurnItIn) and other technologies (i.e., Respondus, SoftChalk)

  - Troubleshoot technical issues for students and faculty

  - Offer workshops that train, teach, and assist faculty and students on use/applications of educational technology tools

  - Coordinate, manage, deploy, and monitor electronic student course evaluations

  - Assist faculty to design, develop, and maintain course curriculum, materials and assessments according to Quality Matters standards

  - Provide technical assistance in the planning and coordination of instructional materials.

  - Facilitate the online orientation prerequisite course for students

  - Facilitate the HOT (Hybrid and Online Teaching) course for faculty

Contact

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Resources

BB for Faculty (Blackboard tutorial videos and written instructions)

http://www.cocc.edu/instruction-technology/blackboard/bb-for-faculty/bb-for-faculty/

- Yasuko discussed her desire to provide access to all campuses.

- Introduced the plan to implement a new Bb training program, allowing all instructors opportunity to learn at home, at their own pace. Hoping t develop a stipend for completed tiers of training.

- Yasuko discussed wanting to develop a means to provide Bb skills to every person, no matter what campus they are on.

- The plan is to begin proactively speaking with instructors and to determine the need for support, working towards not waiting until there is an issue to react.

- Part of the plan is to provide training to new instructors, allowing for early support and understanding, potentially limiting the need for extra support later in the term. Self-sufficiency.

- Another part of the plan is to ensure there is always a personal connection between Bb support and teachers, creating opportunities for teachers to know and see who their support is, helping ensure they will know who to talk to when there are issues.

- How can Bb better provide instructors the support they need?

  Provide Bb training for computer lab attendees to help students.

  Offer opportunities to teachers for Bb support to come in to their classes and provide an introduction to their students, the why and how of the technology they must use.

  Provide clear information on the "spectrum of use" that Bb offers.

  What can Bb do to expand instruction?

  Potentially offer classes for PT/Adjunct instructors for using Bb.

Provide a "quick reference" that could remind instructors and students the most important aspects of Bb, accessing accounts, logging in, uploading assignments, etc.