# The "No Template" LMS Template: Integrated Support for Eight or More Standards for Every Course!

**Kodiak College**
UNIVERSITY of ALASKA ANCHORAGE

**Quality Matters 8th Annual Conference**

*Track 5: QM Close Up!*

October 30 – November 2, 2016

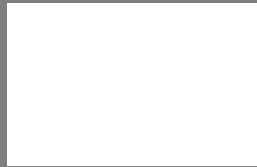# *Cama'i* – Hello


Kodiak College
University of Alaska Anchorage

Debbi Canavan
**Kodiak College & UAA**

Kodiak College is a rural community campus of the University of Alaska Anchorage.

Kodiak Island, Alaska

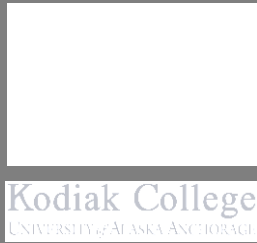http://www.travelalaska.com/Destinations/~/media/Images/Travel%20Alaska/Maps/AlaskaMap.ashx

# University Dynamics

3 Major Academic Units (MAUs)

UAA:  5 community campuses
       3+ extension sites

Students take courses from all over the system!
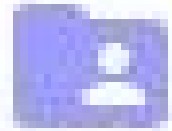
Kodiak College



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# Objectives / Agenda

- Identify SRSs and strategies for incorporating into multi-campus LMS course shells

- Brainstorm other strategies that might be used or other standards that might be included

- Develop possible options for use at your own institutions

# Play Along!

QM 8th Conf - NoTemplate

- LINK to Google Drive folder http://tinyurl.com/QM-NoTemplate

# Two Files



If Not a Template

File  Edit  View  Insert  Format  Tools  Table  Add-ons  Help    All changes saved in Drive

**If NOT a Template, Then What?**          *BRAINSTORM!*

| What will the institution allow/use/tolerate? | What will faculty allow/use/tolerate? |
|---|---|
|  |  |
|  |  |

Devils Advocate Brainstorming

File  Edit  View  Insert  Format  Data  Tools  Add-ons  Help    All changes saved in Drive

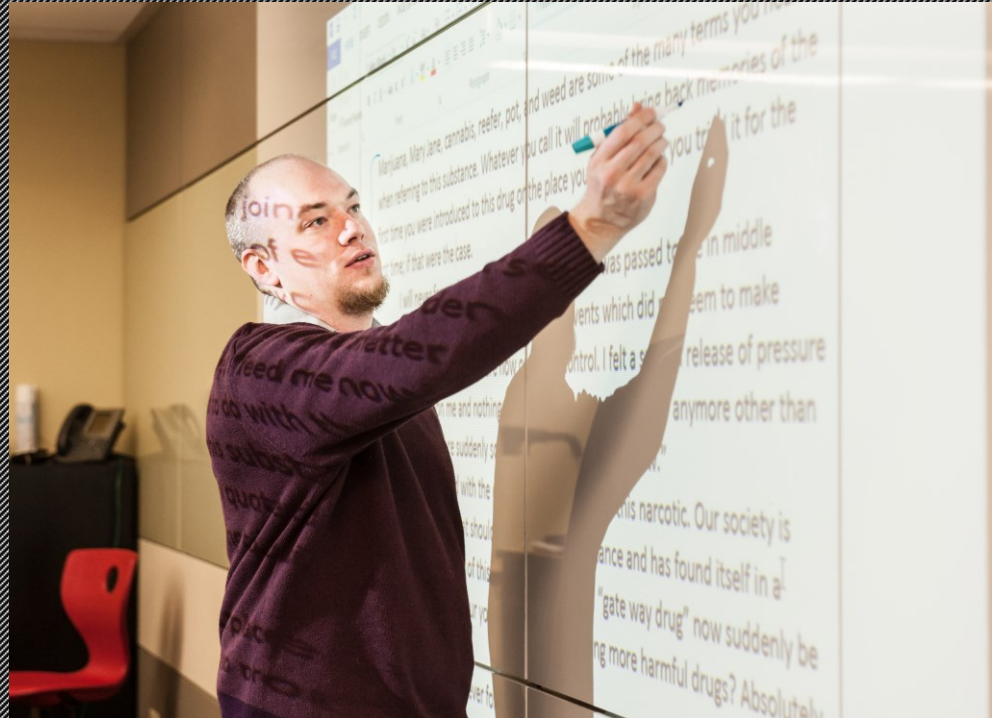| | A | B | C | D | E | F | G | H |
|---|---|---|---|---|---|---|---|---|
| 1 | LMS/Other | Problem/Issue | Possible Solution | Things Needed (time/people/tools) | Costs | Advocate (your name) | Advocate Contact (your email) | COMMENTS |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |
| 5 | | | | | | | | |

# Faculty Mindset

## Unique, Independent, "My Way"



http://pixabay.com/en/cabin-alaska-men-hunter-house-57609

# Unique Campus Culture + UAA!

# Our Questions
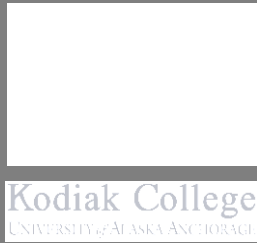
1. How can we help all faculty meet some of the QM Standards in every LMS course automatically?

2. How can we provide the required resources without it being a "template"; or how to allow for academic freedom in design but still including elements usually found in a template?

3. How do we keep the content and references up to date when courses are rolled or copied for upcoming semesters?

# Who are "we"?

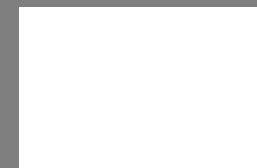Kodiak College
University of Alaska Anchorage

- Goal 1: Help all faculty meet some of the QM Standards in every LMS course automatically

- IDs (who are also adjuncts) & ITs + IT Dept
- Grassroots, self-volunteered group (5+)

# Which SRSs?

- Not a "personal" preference item
- Not a "content" item
- Not a "department" item
- Works for ALL faculty

# 8 SRSs: 1.4, 6.4, 6.5, 7.1, 7.2, 7.3, 7.4, 8.2

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| | |
|---|---|
| 1.4 | Course and/or institutional policies with which the learner is expected to comply are clearly stated, or a link to current policies is provided. |

| | |
|---|---|
| 6.4 | The course technologies are current. |
| 6.5 | Links are provided to privacy policies for all external tools required in the course. |

| | |
|---|---|
| 7.1 | The course instructions articulate or link to a clear description of the technical support offered and how to obtain it. |
| 7.2 | Course instructions articulate or link to the institution's accessibility policies and services. |
| 7.3 | Course instructions articulate or link to an explanation of how the institution's academic support services and resources can help learners succeed in the course and how learners can obtain them. |
| 7.4 | Course instructions articulate or link to an explanation of how the institution's student services and resources can help learners succeed and how learners can obtain them. |

| | |
|---|---|
| 8.2 | Information is provided about the accessibility of all technologies required in the course. |

# No "Template" Allowed!



https://pixabay.com/en/ceramic-ceramic-tile-707169/



https://pixabay.com/en/ceramic-ceramic-tile-707168/



https://pixabay.com/en/colorful-colors-puzzle-design-700487/

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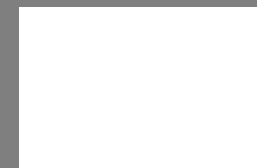
# Directory Model

## Files, ideas, and resources are shared among users

**Quality Matters at KoC 2014-2017**

- 5th Ed RUBRIC 2014
- Announcements
- Debbi-Instructional Spec.

- GS 1 Course Intro
- GS 2 Objectives
- GS 3 Assessment
- GS 4 Materials
- GS 5 Engagement
- GS 6 Technology
- GS 7 Support
- GS 8 Accessibility
- Course Review Process

QUALITY MATTERS PROGRAM QM

*Quality Matters at Kodiak College*

*Emerald Isle Delivery of Best Practice in eLearning*

Items developed to meet QM standards are posted in a shared Blackboard directory and can be "rolled" for use in any course by any member.

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# What will be accepted?

- Goal 2: provide the required resources without it being a "template"; or to allow for academic freedom in design but still including elements usually found in a template

- Separate Blackboard "page"/button "Student Help"

# Student Help Content

## Student Help

Build Content ∨ | Assessments ∨ | Tools ∨ | Partner Content ∨

📁 **Technology**

For technology support contact IT Services Call Center at **(907) 786-4646** or **(877) 633-3888** or callcenter@uaa.alaska.edu
*Hours:* Monday through Friday from 7 am to 10 pm and Saturdays, Sundays from 10 am to 2 pm. Closed on all UA Holidays.

📁 **Academic Support**

Find campus-specific academic resources in this folder for tutoring, testing centers, and more.

📁 **Accessibility**

This folder contains links to UAA Disability Support Services, and accessibility and privacy statements for UAA education technology tools.

📁 **Libraries and Information Literacy**

UAA Consortium Library resources include access to online periodicals, interlibrary loan, and access to some electronic books.

Other libraries in the UA System are listed in this folder. All libraries have quiet study areas and access to computers.

📁 **Student Policies and Procedures**

Read about your specific rights and responsibilities in this folder.

📁 **Student Services**

All UAA campuses have an office of Student Services. You will find information on getting advising, financial aid, registration, etc. for each campus. We want to help you navigate a successful course through college and reach graduation!

# SRS 1.4 Policies

## Student Policies and Procedures
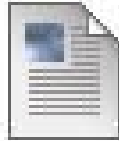
### Student Policies and Procedures

UAA and UA Policies that you are responsible to follow:

- Academic Integrity
- Acceptable Use Policy (for all information and technology resources)
- Campus Safety in Online Environments
- Copyright Policy
- Safety from Sexual Violence (Title IX)
- Withdrawal, Incomplete, and Audit Policies

Campus Specific Policies and Procedures:

- UAA Student Procedures
- Kenai Peninsula College Policies and Procedures
- Kodiak College University Policies
- Mat-Su College Student Rights and Responsibilities
- Mat-Su College Student Code of Conduct
- Prince Williams Sound Community College Student Handbook (pdf)

# SRS 6.4 & 6.5

## Accessibility

### Students Support Accommodations

UAA and the community campuses are committed to the goal of providing each qualified student an equal opportunity to pursue a college education regardless of disability. Efforts will be made toward meeting reasonable requests for services to students with disabilities eligible under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA). Students with disabilities are encouraged to contact the Student Services Center on their home campus to discuss possible accommodations.

For complete information on the University of Alaska Anchorage's Disability Support Services, please visit the DSS website.

For your greatest academic success, it is recommended that you set up your service early in the semester. Notify your instructor within the first two weeks of class if you plan to use accommodations for any course.

Other campus disability services or related assistance:

- Kenai Peninsula College Disability Support Services
- Kodiak College Disability Support Services
- Mat-Su College
- Prince William Sound Community College

### University Software Accessibility & Privacy Statements

For a complete list of the accessibility statements and privacy policies for software supported by UAA, please see this website hosted by Kodiak College.

### Blackboard Accessibility & Privacy

UAA and the community campuses adhere to the policies of the Americans with Disabilities Act and ensures that all students have equal access to the campus and course materials. This Blackboard Learn course management system complies with the WCAG and Section 508 guidelines for accessible websites. The full disclosure statement from the Blackboard company may be found at their website on their **Blackboard Accessibility webpage**.

Blackboard has security and privacy policies that allow users to control who sees their information and files. Please refer to the information on their **Privacy Center** website.

### University Software Accessibility & Privacy Statements

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# Accessibility Statements

Full disclosure statements for technologies used at Kodiak College are linked below.

| Software | Accessibility Statement | Privacy Policy |
|---|---|---|
| Adobe | Accessibility | Statement |
| Adobe Captivate | Accessibility | Statement |
| Adobe Reader | Accessibility | Statement |
| Audacity | Accessibility | Statement |
| Blackboard Collaborate | Accessibility | Statement |
| Blackboard Learn | Accessibility | Statement |
| Camtasia | Accessibility | Statement |
| Digication | Accessibility | Statement |

| | | |
|---|---|---|
| Echo 360 | Accessibility | Statement |
| Google | Accessibility | Statement |
| Jing | Accessibility | Statement |
| Microsoft Office | Accessibility   VPATS | Statement |
| OpenOffice | Accessibility | Statement |
| VoiceThread | Accessibility   VPATS | Statement |
| Twitter | Accessibility | Statement |
| YouTube | Accessibility | Statement |
| Vimeo | Accessibility | Statement |
| Facebook | Accessibility | Statement |

# SRS 7.1

### Technology

For technology support contact IT Services Call Center at **(907) 786-4646** or **(877) 633-3888** or callcenter@uaa.alaska.edu
*Hours:* Monday through Friday from 7 am to 10 pm and Saturdays, Sundays from 10 am to 2 pm. Closed on all UA Holidays.

## UAA IT Services

Follow this link to the UAA IT Services website for help with academic technologies, accounts, communication, and hardware & software including Microsoft Office 365.

## Online Class Requirements and Technology Troubleshooting

Follow this link for minimum system requirements for online courses at UAA. Be sure you have the newest version of at least three internet browsers. Google Chrome and Mozilla Firefox and Safari or Internet Explorer. Review the tips below to avoid problems with technology used in your course. If you have trouble...

- Try again. Close and reopen the program or app. Turn off the device and turn it back on. Try a direct connection to the internet rather than wifi.
- Try using another internet browser or change browser settings. You may need to "allow" your browser to use your mic or webcam, allow pop-ups, or allow mixed or insecure content. If your browser blocks videos or interactive components of Blackboard, view this file for help.
- Search online for a solution to your problem. Review additional resources provided in this Student Help section. **Call the UAA call center at 786-4646 or (877) 633-3888.**

## Blackboard Learn Student Help

For help with this Blackboard Learn course site, visit the official Blackboard Help website linked above. Student Videos show you how to perform common tasks such as submitting an assignment and checking your grades.

## Blackboard Collaborate Web Conferencing

If your class meets online using Blackboard Collaborate web conferencing, follow the link above to make sure that your system is compatible with Collaborate. **First Time Users** should also watch this Participant Orientation video and save or print the Quick Reference Guide handout below. Additional training and resources are available on Blackboard's On-Demand Learning site.

Blackboard Collaborate Participant Quick Reference Guide

You will need to use a *launcher program* to join Blackboard Collaborate. The launcher only needs to be installed once on the computer you use for class. When you click "Join Room" a message should appear if you don't already have the launcher installed.

- Directions for installing the Launcher on Windows
- Directions for installing the Launcher on MacOS

Visit the Blackboard Collaborate Launcher FAQ page for more information.

## VoiceThread in Blackboard

VoiceThread is an interactive visual collaboration and sharing tool that your instructor may ask you to use. VoiceThread is integrated into Blackboard at UAA and this link can offer help with VoiceThread whether you are asked to create a VoiceThread, comment on a VoiceThread, or watch a VoiceThread.

**First time users** please watch the orientation videos. More help is available on the main VoiceThread Support page.

## Atomic Learning

Atomic Learning provides online video tutorials on a range of topics. You can search for video tutorials on Blackboard, VoiceThread, Google, Microsoft Office 365 and much more. (Note: UAA is currently using Blackboard Learn 9.1 SP 13)

These videos are best viewed in Firefox and Chrome browsers. If you are prompted to log in, use your **UAA Username and Password**. If the video does NOT open, check the POP UP settings in your browser. Allow Pop Ups for this site and reselect the tutorial link.

# SRS 7.2

## Accessibility

### Students Support Accommodations

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For complete information on the University of Alaska Anchorage's Disability Support Services, please visit the DSS website.

For your greatest academic success, it is recommended that you set up your service early in the semester. Notify your instructor within the first two weeks of class if you plan to use accommodations for any course.

### UAA Accessibility Information

"This site is designed to help the UAA Community understand the rights and responsibilities, as well as the opportunities and obligations, that are integral to ensuring equal access to inclusive environments for a diverse population." It includes additional academic technology information, course design, physical accessibility, web design and workplace accessibility. Make sure to take time to review this very important information.

### Blackboard Accessibility & Privacy

UAA and the community campuses adhere to the policies of the Americans with Disabilities Act and ensures that all students have equal access to the campus and course materials. This Blackboard Learn course management system complies with the WCAG and Section 508 guidelines for accessible websites. The full disclosure statement from the Blackboard company may be found at their website on their **Blackboard Accessibility webpage**.

Blackboard has security and privacy policies that allow users to control who sees their information and files. Please refer to the information on their **Privacy Center** website.

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# SRS 7.3

## Academic Support

**UAA Learning Resource Center**

At the LRC students can get assistance with math, writing, use the space for group studying, or work on computers in the center. The Learning Resources Center is located on the Anchorage campus in Sally Monserud Hall.

**Kenai Peninsula College Learning Center**

Tutoring is available, free of charge, at the KPC Learning Center. Tutoring subject matter and tutoring sessions are provided on a set schedule which changes each semester. The Learning Center on the Soldotna Campus is located in room 153 of the Brockel Building and can be contacted at 262-0327.

**Kenai Peninsula College Math Lab**

At the Kenai River Campus (Soldotna), the Math Lab offers both group sessions and individual tutoring.

**Kodiak College Learning Center**

The Learning Center on Kodiak College's campus offers free on campus & online tutoring in Math, writing, reading, English as a Second Language (ESL), science, health science, and more. Coursework, study skills, time management, scholarship applications, resumes – you name it!

**Mat-Su: The Learning Center**

The Elizabeth J. Fallon Learning Center on the Mat-Su campus offers tutoring for students enrolled in MSC courses in the following categories: math, biology, chemistry, and American Sign Language. Writing tutors are also available. Hours of availability for the current semester are posted outside on their web site.

**PWSCC Academic Support**

If you are interested in Academic Support on the Valdez campus, contact: Rachel Andersen Email: randersen@pwscc.edu Phone: 907.834.1617. PWSCC also offers Academic Support via video conference from extension centers in Cordova and Glennallen.

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# SRS 7.3 pg2

## Test Centers around the State

Some distance education courses require students to take proctored exams. A proctor supervises a student's exam that is taken off-campus location.

It is up to each student to find a qualified proctor. Typically, a student schedules the exam with a proctor, and the exam is sent to the proctor to administer. The proctor then returns the completed exam to the instructor to grade. Generally, proctors do not charge for this service.

**In all cases the instructor offering the course must approve of the choice of proctor.**

Acceptable proctors for most courses include:

- high school principals or counselors;
- directors of educational services at universities, correctional institutions, or the armed services;
- certified librarians in a supervisory positions;
- delegated officials of a university testing center.

**The following locations regularly proctor exams for students in the University of Alaska system and are preferred proctoring sites.**

- Anchorage: UAA eLearning Distance Student Services
- Kenai: Kenai Peninsula College
- Kodiak: Kodiak College
- Mat-Su: Matanuska-Susitna College
- Valdez: Prince William Sound Community College
- Bristol Bay: UAF Bristol Bay Campus
- Copper Basin: PWSCC Copper Basin Campus
- Delta: Delta Career Advancement Center
- Eagle River: UAA Eagle River Campus
- Fairbanks: Noel Wein Library
- Fairbanks: UAF CTC Northern Military Programs
- Juneau: UAS Juneau Campus
- Kachemak Bay: KPC Kachemak Bay Campus
- Ketchikan: UAS Ketchikan Campus
- Kotzebue: UAF Chukchi Campus
- Kuskokwim: UAF Kuskokwim Campus
- Nome: UAF Northwest Campus
- North Pole: North Pole Library
- Sitka: UAS Sitka Campus
- Tok: Interior Aleutians Campus / Tok Center
- Unalaska/ Dutch Harbor: Aleutian-Pribilof Center

## Tutoring at UAF and UAS

Tutoring services may be available at a campus nearer to you. It may be required that you are enrolled in courses on their campus.

# SRS 7.3 pg3

## Tutoring at UAF and UAS

**Tutoring Center at the University of Alaska Fairbanks**

SSS Tutoring Center is located in 514 Gruening and is open Sunday-Friday. Walk-in and scheduled tutoring for one-on-one or small group (up to 3 students) is available.

**Tutoring at the University of Alaska Southeast**

Tutoring on the Juneau campus is located in the bottom floor of the Egan Library.

**UAS Ketchikan Learning Center**

UAS Ketchikan provides specific tutorial support for Mathematics courses 054 through 107, and English courses 092 through 111, in addition to writing across the curriculum support. Tutoring is available by appointment, and often on a walk-in basis.

**UAS - Sitka Student Success Center**

UAS Sitka Campus offers in-person or online tutoring through our Student Success Center. Our staff can assist you with: Writing and English Assistance Math Assistance GED Assistance ESL Assistance Biology, Chemistry, and Physics Psychology and Sociology Humanities, Communication and Spanish.

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# SRS 7.3 pg4

## Libraries and Information Literacy

UAA Consortium Library

Kenai Penninsula College Library

Kodiak College Carolyn Floyd Library

Mat-Su College Library

Prince William Sound Community College Library

University of Alaska Fairbanks: Elmer E. Rasmuson Library

UAF Bethel: Kuskokwim Consortium Library in Bethel

UAF Kotzebue: Chukchi Consortium Library

UAF Nome: Emily Ivanoff Brown Library

UAS Juneau: Egan Library

UAS Ketchikan Library

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# SRS 7.4

## Student Services

🌐 **UAA Student Affairs**

🌐 **Kenai Peninsula College Admission and Aid**

🌐 **KBC Learning Resource Center**

🌐 **Kodiak College Student Services**

🌐 **Mat-Su College Student Services**

🌐 **PWSCC Student Affairs**

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# Having it is NOT enough!

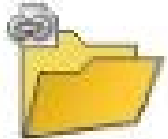- Course link within the Start Here module, Week 1 work, or introduction.

**Go To the Student Help Module**

Please click on the title of this "course link" to jump over to the Student Help module. Review all the information provided in that module to become familiar with your online and campus resources. Then return to this Start Here module to complete it. Thank you.
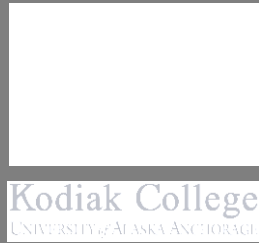
# Then bring them back...

- Course link back to the Start Here module, Week 1 work, or introduction.

### Return To the Start Here Module

Click on the title of this "course link" to jump back to the "Start Here" module to complete it.

# Maintenance & Updates?

- Goal 3:  keep the content and references up to date when courses are rolled or copied for upcoming semesters

- "Zero Template" (0template)
  - Updated each semester by ID (volunteer)
  - Loaded when course shells are created by IT

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# Issues?

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- "Rolled" courses
  - Deleted "new" Student Help; kept old one!
  - Remember to add course links again!

- Website/URL updates after shells created
- Revised items need to be copied from our shared directory (I update)

# Blackboard: Quality Matters at KoC

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QUALITY MATTERS PROGRAM
QM

Quality Matters at Kodiak College

Emerald Isle Delivery of Best Practice in eLearning

- Updated each semester = continuous improvement
- Faculty just copy/steal items! ☺

Start Here 2016

Student Help 2016 rev

Import Package Files
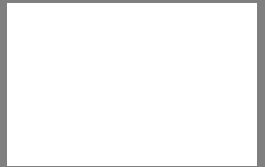
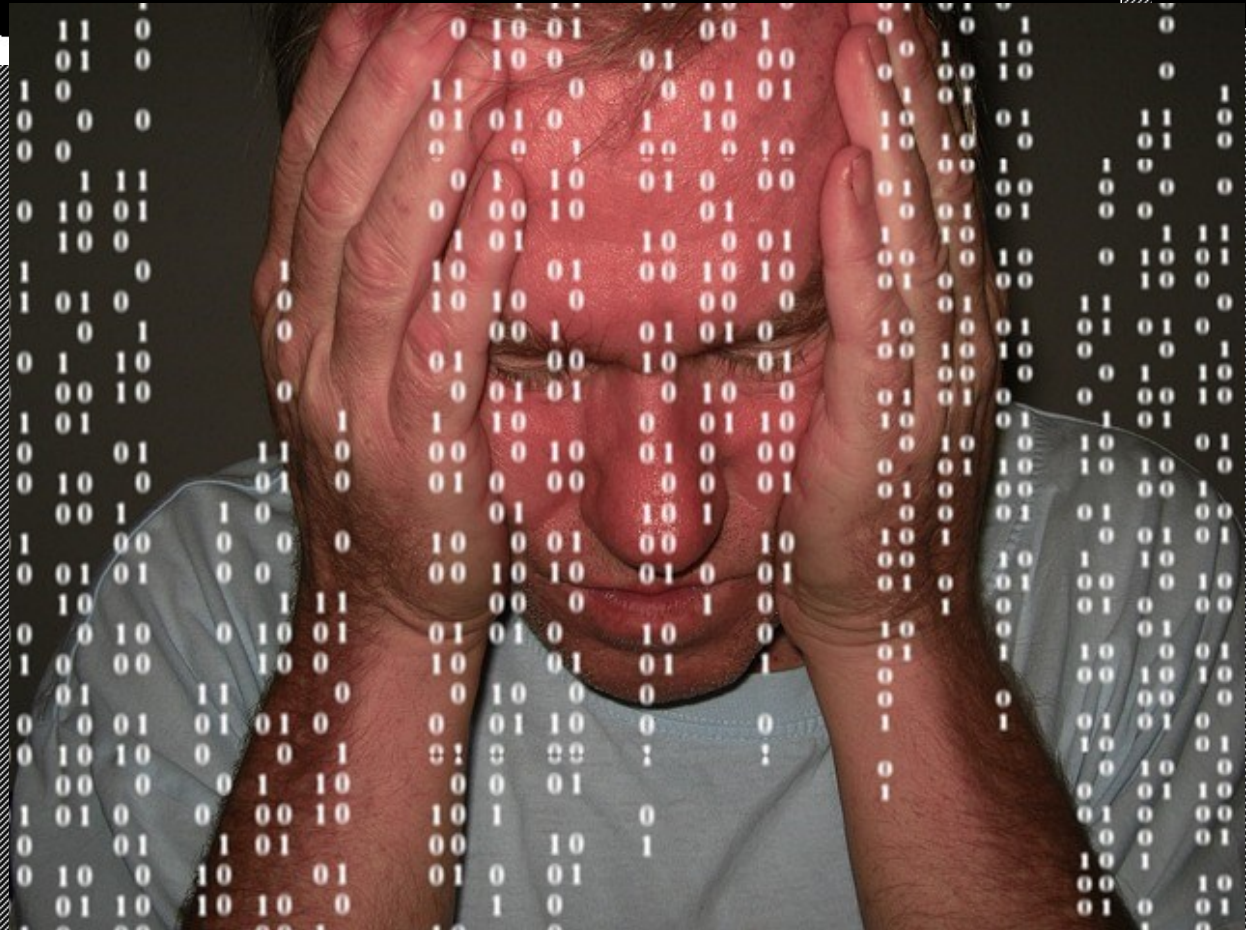Title III Support Resources

Prof. Dev. Workshops

Syllabus Sharing

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# IT did WHAT?  A new CMS!!!!

New language (code)
New structure
All new URLS!

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# Same ideas...new location

- Student Help button is now a URL link!
- Separate website "page" "<span style="color:yellow">Student Help</span>"



Tools
Student Help
Assignments
Exams

My Grades
Email My Class
VoiceThread.com
Tools
Student Help

# Student Help Content

# SRS 1.4 Policies

## Student Policies and Procedures

The Student Affairs page links to UAA policies and procedures.

**UAA Student Affairs**

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# SRS 6.4 & 6.5

- New page will be maintained by IT when created
- Should have license versions/dates also



## Accessibility

UAA and the community campuses are committed to the goal of providing each qualified student an equal opportunity to pursue a college education regardless of disability. Efforts will be made toward meeting reasonable requests for services to students with disabilities eligible under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA). Students with disabilities are encouraged to contact the Student Services Center on their home campus to discuss possible accommodations.

For complete information on the University of Alaska Anchorage's Disability Support Services, please visit the DSS website. Also, read the detailed information about student accommodations requests.

Contact DSS

The Blackboard Learn learning management system complies with the WCAG and Section 508 guidelines for accessible websites.

Blackboard Accessibility

Blackboard Privacy Center

## Accessibility Statements

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|---|---|---|
| Adobe | Accessibility | Statement |
| Adobe Captivate | Accessibility | |
| Adobe Reader | Accessibility | |
| Audacity | Accessibility | |
| Blackboard Collaborate | Accessibility | |
| Blackboard Learn | Accessibility | |
| Camtasia | Accessibility | Statement |
| Digication | Accessibility | Statement |

| | | |
|---|---|---|
| Echo 360 | Accessibility | Statement |
| Google | Accessibility | Statement |
| Jing | Accessibility | Statement |
| Microsoft Office | Accessibility VPATS | Statement |
| OpenOffice | Accessibility | Statement |
| | bility | Statement |
| | bility | Statement |
| | bility | Statement |
| Vimeo | Accessibility | Statement |
| Facebook | Accessibility | Statement |

- Will be recreated to include column for currency (versions/dates)

# SRS 7.1

## Technology Support

[ UAA IT Help ] [ UAA Blackboard Learn ]

Blackboard Learn ⊕

Blackboard Collaborate ⊕

VoiceThread ⊕

Atomic Learning ⊕

Technology Tips ⊕

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# SRS 7.2

- Still under construction for linking to all campuses

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**Accessibility** ✕

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**Contact DSS**

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Blackboard Accessibility

Blackboard Privacy Center

Accessibility Statements compiled by Kodiak College

# SRS 7.3

## Academic Support

UAA Learning Commons offers student learning support resources on the Anchorage campus.

**UAA Learning Commons**

# SRS 7.3
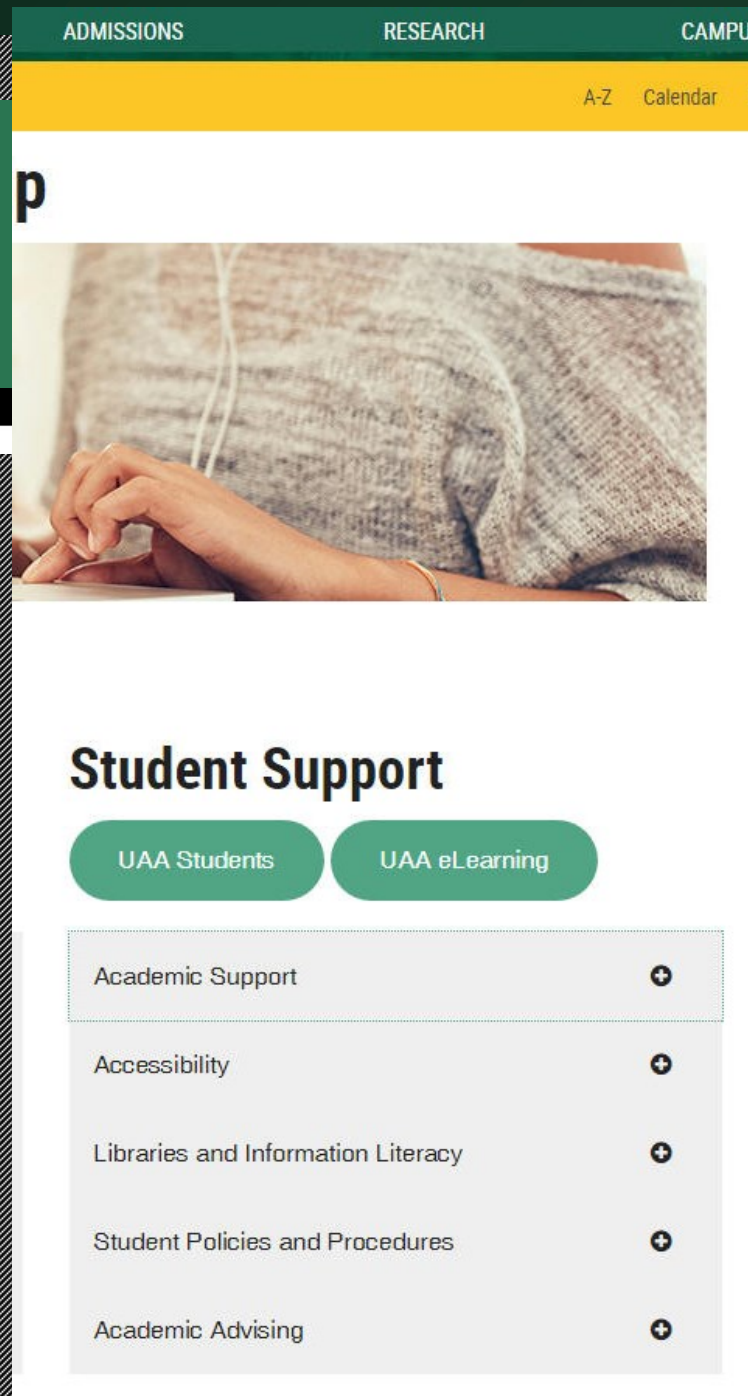
## Libraries and Information Literacy

UAA/APU Consortium Library resources include access to online periodicals, interlibrary loan, and access to some electronic books. Libraries also have quiet study areas and access to computers.

**UAA/APU Consortium Library**

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# SRS 7.4

- Still under construction for linking to all campuses

# Suggestions?  Keep Playing Along!



- Please add to the shared brainstorming files
- Contact me with questions/suggestions
- Let me (or QM) know what you do!

https://pixabay.com/en/group-team-balloons-question-mark-458461

# *Quyanaa*—Thank you !

**Debbi Canavan**
- Univ. Alaska Anchorage (UAA) (QMC)
- Kodiak College (ID & Adjunct)
- (907) 486-1202
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# The "No Template" LMS Template

Questions &
Wrap-up