WCU
WEST CHESTER
UNIVERSITY

September / October 2014

Faculty Tech Tips eNewsletter
Special Edition

As technology continues to update and change, it is easy to feel "behind the times" and for faculty, for whom time is precious and technology is a vital tool, it is necessary to constantly refresh computer knowhow and tech savvy wherever possible. This eNewsletter is meant to lend a hand in these areas, by providing useful instructional tips and information on some of the technologies used throughout campus. Whether you are new to the university, or have been here for a while, we hope you will find helpful information in this special edition of the eNewsletter.

Special points of interest

D2L Services
Anderson Hall, room 20
610-436-3350 x1

Digital Corner
Anderson Hall, room 2
610-436-3350

Digital Media Center (DMC)
Brandywine Hall, room 5
610-436-2737

IT Help Desk
Anderson Hall, room 21
610-436-3350

Software Application Training
Anderson Hall, room 24
610-436-3397

IT Help Desk

The **IT Help Desk** is the primary point of contact for computer related inquiries and problems, as well as the liaison between the campus community and technical personnel. IT Help Desk analysts will make every attempt to answer questions or to resolve computing problems directly. Any problems that the IT Help Desk are unable to resolve will be forwarded on to the appropriate personnel to ensure a timely resolution. Contact them at 610-436-3350.

Faculty Training Opportunities

There are a number of learning opportunities available to faculty. Software Application Training (SAT) offers classes on a variety of programs and topics, shaped to fit your specific needs. Beginner classes introduce the topic, build a strong foundation, and provide the user with a better understanding of the overall use of the program. Once familiar with the basics of each topic, SAT provides advanced classes for those who wish to continue to expand their knowledge. The SAT course schedule is distributed via email every month.

UPK (User Productivity Kit) online tutorials have been incorporated into the SAT program. UPK will allow you to learn an application at your workstation, at your own pace and at a time that fits your schedule.

In addition, as part of a WCU/Microsoft license agreement, WCU faculty and staff have access to Microsoft's Online Learning environment. E-Learning allows you to improve your software skills with self-paced, interactive and engaging online training available anytime, anywhere. The courses are free and you can earn certificates of completion when you complete the courses successfully.

Clickers

Student response systems or **clickers** are becoming an important learning tool in higher education as faculty use the technology to promote active learning, engage students, encourage participation, check knowledge, provide immediate feedback and even assessment.

Have questions about using clickers? Need help getting started?

◊ Come to a workshop

◊ Visit the Digital Corner

◊ Contact Theresa Boppell, who will tell you about clickers, get you started and support you all along the way as you integrate them into your classes.

"It's all to do with the training: you can do a lot if you're properly trained."   - Queen Elizabeth II

Technology "To Do" List

Information Services has compiled a **Faculty Technology "To Do" List,** which might be useful. The 'to do' list has items to consider before, during, and after the semester. Click here to print a copy of the list and you can 'check off' the items as you complete them.

myWCU

myWCU is the official student records system at WCU. Faculty access to myWCU allows you to check workloads, get rosters, advise students, permit students to schedule classes, run reports, clear students for graduation, and submit grades at the end of the semester. In order to gain access to Faculty menus in myWCU, you are required to attend training. Training sessions are offered through SAT on a regular basis. Click here to see the latest offerings and to make a reservation. If you are unable to attend a scheduled session, contact SAT staff and one-on-one training will be arranged.

D2L

Are you interested in using **D2L** for your courses but aren't sure how to get started? D2L Services offers a number of training opportunities on a variety of D2L tools:

◊ Collaborate

◊ Course Administration

◊ Course Homepage and Widget Design

◊ Creating and Applying Rubrics

◊ Drop box

◊ Fundamentals

◊ Gradebook

◊ Groups and Discussion Boards

◊ Kaltura Video Streaming

◊ Quizzes and Exams

Check the SAT calendar for scheduled sessions. If you cannot attend one of our scheduled workshops, D2L staff will provide individual or group sessions upon request. To request a session, email D2L@wcupa.edu or call us at 610-436-3350, option 2.

Please visit our D2L Resource Site for additional information including a Documentation Library that contains guides and video tutorials to assist faculty and students with commonly used tools in D2L.

Reminder: All courses are marked 'inactive' when created. Students do not have access to 'inactive' courses. The process below must be followed for **each course section at the start of every semester:**

1. Click on "**Edit Course**"

2. Click "**Course Offering Information**"

3. Check the "**Active"** checkbox

4. Click **Save**

FYI: Desire2Learn has altered their company name from *Desire2Learn* to simply, "**D2L**.". What does this mean for faculty and students at West Chester? Not too much, but you may begin to notice references to *Brightspace* and the Brightspace Community in upcoming documentation

Multimedia Resources

Multimedia Services at WCU provides audio/visual technology integrated into the classroom to help enable active interaction between faculty and students. Throughout campus classrooms you will find Multimedia, Presentation and Video Conferencing rooms to assist in different teaching strategies as well as student presentations.

A multimedia technician is available to provide support in utilizing the equipment and software in the classrooms.

For additional information, please visit the Multimedia Services website.

There are a number of multimedia tools and facilities available to faculty. See which are best for you!

Kaltura

Did you know that there is a secure audio/video streaming service available to faculty that is custom designed to be used with D2L.

Welcome **Kaltura**! This service is a feature that is part of your D2L package which allows you to upload and embed high quality media as part of your class lessons and feedback to students.

With Kaltura you can do several things easily and seamlessly within D2L, such as:

◊   upload **individual** media files from your desktop to Kaltura

◊   upload **multiple** media files from your desktop to Kaltura all at one time

◊   record **Just-in-Time** audio/video messages for assignments and/or feedback to students AND Kaltura is available right on your D2L homepage!!

Contact D2L services for questions or assistance with Kaltura.

Digital Corner

The **Digital Corner** is an academic and instructional technology lab, located on the ground floor of Anderson Hall, room 2. This service is available to support faculty use of technology in education and to assist with various other innovative academic and research projects. Individualized technology related assistance and training is available to university staff in support of campus academic initiatives, activities and goals. Our Instructional Technologist, Theresa Boppell, is available in the Digital Corner to work with you.

Technology in the Classroom— Important Update

Please be aware that due to products no longer being manufactured to support video tapes, the connectivity for video tape devices will not be available in new or updated classrooms such as Mitchell Hall and BPAC, however; there will be connectivity for HDMI (digital) devices. We also are installing HDMI (digital) connectivity in many of the other classrooms around campus.

What does this change mean?
If you have materials that are on VHS or other forms of video tapes you will need to replace them with a digital resource.

How?
Contact the publisher and enquire about a digital format of the video to abide with copyright regulations. This helps maintain quality and captioning requirements for ADA. Stephen Marvin and IMC in the Library are great resources for any questions regarding digital and copyright regulations. (For more information, email libimc@wcupa.edu)

For video snippets, they could be uploaded to Kaltura and accessed through D2L. (For more information, email d2l@wcupa.edu)

Contact the Digital Media Center for information on how to convert your video tapes. (For more information, email dmc@wcupa.edu)

If you need assistance or have any questions regarding the above information, contact the IT Help Desk., email helpdesk@wcupa.edu

Incorporating videos of class lectures and materials can be valuable for any type of class. Students appreciate these recordings as they study and review.   Instructors use recordings to supplement class material, offer alternatives to meeting in class, vary teaching formats and they are crucial to those meeting students online.

As there are many reasons to use recordings, there are a variety of tools for creating them as well.

Media Site

Media Site allows you to record class materials, capture lectures and demonstrations, and record students' work for evaluation. You can record information to be shared with visitors, faculty and staff. Recordings are made with special equipment located in specific locations on campus then saved on a separate (accessible) server. This may be done with technical help or on your own (with prior training).   For information on how to get started, contact Theresa Boppell.

Camtasia

Camtasia is screen recording software that you can use to record lectures, instructions and other supplementary materials for your class. Using Camtasia you can record, edit, produce and share course content.

To obtain your own copy of Camtasia for your University-owned machine, or to receive training on how to use it, contact Theresa Boppell.

Digital Media Center

The **Digital Media Center** (DMC) offers a variety of audio and video services to university faculty and staff. The Digital Media Center resources are available for university organizations and functions as well. The list of services include:

◊	Equipment Loans	◊	Studio production
◊	Event videography	◊	Transfers
◊	Sound recordings	◊	Video editing
◊	Sound systems	◊	

For additional information and hours of operation, please visit the Digital Media Center's website.

Qualtrics

West Chester University has licensed the **Qualtrics Survey Research Suite**, a web-based survey and data analysis service. This license provides the WCU community with a set of powerful online survey and research tools, and allows an unlimited number of surveys and survey responses. All WCU **students, faculty, and staff** are permitted to use the service for coursework, research, and all other University-related business.

Click here for information on how to get started.

Dedoose—Qualitative Data Analysis Software

Taking into strong consideration requirements and feedback expressed by faculty, WCU Information Services selected **Dedoose**, a mixed methods research tool to meet the needs of faculty requiring qualitative data analysis software. There is an increasing demand for the software by faculty that perform research and that teach qualitative methods. The decision follows a one and a half year pilot of another popular qualitative data analysis product that did not offer a cost effective solution that met key requirements. Dedoose is a cross platform web based tool accessible from anywhere with a computer connected to the internet. It provides an encrypted, backed up solution with an intuitive interface that supports project teams working simultaneously in real time. These key features match the critical needs of faculty that want to work with the software both on and off campus, collaboratively with other project team members sometimes using different computer platforms. Learn more about Dedoose and try a one month free trial! Faculty and staff that perform qualitative data analysis or teach qualitative methods are eligible for an account. Questions? – Send an email to qda@wcupa.edu

Software for Home Use

S
O
F
T
W
A
R
E

As a faculty or staff member you can purchase software such as Adobe Creative Cloud and Microsoft Office 2013 at a significant discount. This software can be downloaded for use on your home computer. Please visit our Software for Home Use SharePoint Site for information on how to purchase and download:

Adobe Creative Cloud *

Mathematica

Microsoft Office 2013 *

Sophos Anti-Virus *

*For Faculty and Staff only

AT HOME USE SOFTWARE should NOT be installed on campus owned computers or laptops.

VDI—Virtual Desktop Infrastructure

The Division of Information Services is pleased to announce the implementation of **Virtual Desktop Infrastructure** (VDI) which allows us to securely deliver applications for faculty and students to learn and work from any location using any device (including mobile devices) whether university owned or personal. As part of the continued transformation of business and IT models in the coming years and to support the undergraduate, graduate, hybrid and distance education programs, this is a major step for us in the adoption of the bring-your-own-device (BYOD) strategy.

The following applications are available:

- ArcGIS
- SPSS
- SAS
- eViews
- MatLab
- Mathematica
- Maple

- MiniTab
- MS Office
- SolidWorks
- Visual Basic
- Visual C Sharp
- Visual C++
- Internet Explorer
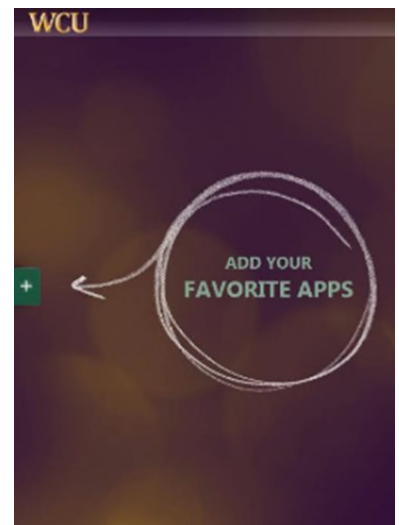
Be sure to visit the VDI website for information on additional applications and how to access them.

LanScool

Ever want to do any of the following while instructing in a computer lab on campus:

◊   reduce student distractions
◊   assess student understanding of what you are teaching
◊   be able to help individual students right from the instructor podium
◊   replicate your monitor to all student desktops
◊   take control of a student computer

You can do all those things with the LanSchool software installed in all the academic PC Labs around campus. Catch one of the trainings being offered on LanSchool.   For a printed copy of the LanSchool user's guide, click here.

25 LIVE

Do you want to reserve a computer lab for a special class or event?   Use the University's Campus Events Calendar System, **25 Live**, to secure the space. To access 25 Live, sign-in with your WCU username and password.   For a printed copy of the ***25 Live Info Page*** (a quick reference guide), click here.

Smart Driver

The SMART driver is all that is needed to use the interactive feature of the SMART product;

The SMART Notebook software is needed only if faculty wish to record and save their interactivity that took place during the presentation;

The current 'free' version of SMART Notebook software for both MAC and PC is 11.4 and can be found here under the link for the SMART Notebook collaborative learning software section:

http://www.smarttech.com/Home+Page/Support/Browse+Support/Download+Software

To get the driver, scroll down to the SMART Product Driver section.

NOTE: Please be sure to download the "***free***" version of SMART Notebook software (v. 11.4) .

Virus and Spam Control

Did you delete your **Barracuda** Spam Quarantine Summary email before delivering or whitelisting legitimate emails? No worries. Go to https://spamcontrol.wcupa.edu/ and login with your university email address and password. From there you can deliver, allow/block, and delete messages in your quarantine as well as manage other spam and virus control preferences. For more information, please click here.

What Can I Do to Secure My Mobile Device?

◊   Lock the device when not in use.

◊   Only install applications from trusted sources such as Google Play and iTunes.

◊   Don't jailbreak or "root" your device.

◊   Keep operating systems and apps up-to-date.

◊   Don't click suspicious links and attachments.

◊   Disable unwanted services on your phones like Bluetooth and NFC.

Wireless

How to connect to campus Wi-Fi:

Windows:
1.Connect to wireless network "RamNet"
2.Enter your network user name and password
3.Select connect when presented with the "Connect" or "Terminate" options

Mac:
1.Connect to wireless network "RamNet"
2.Enter your network user name and password
3.Accept the certificate request (May require entering local user credentials)

iOS Devices (IPhones, IPads):
1.Connect to wireless network "RamNet"
2.Enter your network user name and password
3.Select the join option at the top right of the screen
4.Select "accept" to accept the new certificate

Wireless Tips:

◊   Disable the Wi-Fi option on your Wi-Fi enabled printers.
◊   Make sure when you are on campus, connecting to the wireless, that you are connecting to the RamNet SSID.

Where can I find information on the WCU wireless?
    Visit the RamNet Wireless Networks page.

Is WCU Wi-Fi secure?
        Yes, RamNet wireless is secured with 802.1x encryption.

Visit the RamNet Wireless website to see maps of the outdoor wireless coverage or click here for a printed copy.