3-17 Email Update

As our situation rapidly changes, we would like to reassure the faculty that the support services from Enhanced Teaching and Learning (ETL) will continue. Included here are additional information and reminders on technologies available for use and on how to proceed.

1. If you are unsure of how to start or even think about operating online, email [helpdesk@uah.edu](mailto:helpdesk@uah.edu). An ETL staff member will contact you and set up a remote meeting to walk through what you want to accomplish and how you may be able to do it.
2. As you develop your plan for your course, consult the [ETL “Maintaining Instructional Continuity” webpage](https://www.uah.edu/etl?view=article&id=14769:instructional-continuity&catid=919:enhanced-teaching-and-learning) for information on the technologies available to you through the university. Links to guides and instructional courses are there.
3. If you experience difficulties with using Canvas or Panopto, UAH has 24/7 support for these tools. For assistance with Canvas, help is available 24/7 for all faculty and students within Canvas by clicking the “Help” icon or by calling 833-519-8478 (faculty support) or 844-219-5802 (student support). To contact Panopto Support during business hours (weekdays from 7 am to 7 pm), call 855-726-6786, extension 443. After hours and weekends, call 855-765-2341. For non-urgent Panopto support, you may email [support@panopto.com](mailto:support@panopto.com). Please be sure to send your request from your UAH email address.
4. Several faculty members have enquired about the use of Respondus as a monitoring tool for use during assessment. Information regarding Respondus has been added to the [ETL “Maintaining Instructional Continuity”](https://www.uah.edu/etl?view=article&id=14769:instructional-continuity&catid=919:enhanced-teaching-and-learning) webpage. However, this technology is not “plug and play”. You will need to complete the Canvas training course as well as load a module from Canvas Commons into your course. You will need to give students a practice quiz to make sure everything is set up properly and students know how to operate within it. For Respondus Monitor, the live monitoring technology, students must have a webcam. Please be mindful of the fact that some students may not have a webcam and could have difficulty obtaining one right now. If they cannot get a webcam it isn’t a good idea to use the technology. You may poll your students, and if they all have access to a webcam, you can use this to give a more monitored assessment.
5. Student guides and training courses for the various technologies supported by ETL can be found on the [Resources for Students webpage](https://www.uah.edu/ssc/resources-for-students) on the SSC site. Please feel free to direct students there if they have questions about the technology that you cannot answer. You may also submit any questions to [helpdesk@uah.edu](mailto:helpdesk@uah.edu) for assistance.
6. Faculty Senate requested, and administration approved, the creation of a Canvas course called ***“Faculty Teaching***”. Our vision is to provide a common site for faculty and instructors to find resources for and share discussions about how to teach effectively.

One goal of the course is to allow faculty to gather resources that currently exist in disparate locations coherently into one place. Yes, every Department, College, and Administrative Office at UAH likely has their “best site” or “go-to-person” for information about the best practices or newest technologies for teaching. By setting up the Canvas course, we hope to encourage everyone at UAH to recognize that we will all benefit when we can share such resources with all teaching faculty and instructors across the campus through one central point of entry. Another goal of the course is to provide a common location for all faculty and instructors to talk directly to each other. Yes, we all have email. But email comes with its own limitations, primarily in that it is not designed to permit vibrant, collaborative community discussions. We envision in this regard that Discussion Forums on Canvas might provide the best way for you to ask questions, provide insights, and search for answers among the knowledge base of your colleagues.

The Faculty Teaching course is currently set up under the administration of Dr. Jeffrey Weimer. He would like one or two representatives from each College join him to co-administer the course. We are also setting up the course as an opt-in level.

Contact Dr. Weimer directly to express your interest in co-administering the course and to request opt-in to be added to the course.