

Notes from Bb Roundtable Session in Madras 5/13 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*

**541-383-7785**

[CyberAdvisor@cocc.edu](mailto:CyberAdvisor@cocc.edu)

*Resources*

BB for Faculty (Blackboard tutorial videos and written instructions)

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

- Yasuko talked about when she was new and did not have access to services, because of the distance and how late her class was. This is one reason that drives her to help all campuses.
- How can Bb support help make Bb easier, so teachers can focus on teaching?
- Purpose is to provide greater access to services amongst all campuses?
- Desire to figure out ways to provide greater access and direct contact with bb support (phone calls, email, Face Time, Skype, a Face Book page?).
- How can Bb support better connect to instructors and then encourage them to help other instructors?
- Yasuko discussed wanting feedback from all staff, needing to have an understanding of where everyone is with Blackboard and how they are currently using it.
- Talked about how Bb can help instructors access services to help teaching, plagiarizing checks, etc.
- Mentioned training for teachers and students, hot course and classes that teachers and students are required to pass before they can teach or take classes online.
- COCC is focusing more on hybrid courses, as well as requiring all instructors to know how to access Bb by fall term, requiring instructors to be comfortable with Bb and teaching online.
- It was discussed that most Bb training is available in Bend, but it might be useful to offer multi-leveled online certification training that teachers could access from any computer and receive a stipends once they complete each section of the training. This could help save resources and allow teachers to take certification on only what they need.
- Can COCC start introducing Bb to new staff as part of their orientation?