

UT TeleCampus Communiqué
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UTTC Birthday Reflections

UTTC will be celebrating our 10th year this May and we're hoping to compile snapshots of special UTTC moments from members of our community. Do you have any interesting or fun recollections of your experiences? Do you have any pivotal moments to share? What's been your favorite aspect of working with UTTC? Please [share your story](#).

IOL 2008 – Call for Proposals

OUR SYSTEM CLICKS!

You still have time to submit a proposal for the 2008 Innovations in Online Learning Conference. If you are interested in making a presentation, check out the details at:
http://telecampus.utsystem.edu/exterior/iol_2008/proposals.aspx

Deadline: January 31, 2008 at midnight

Conference contact: Marta Hubbard, mhubbard@utsystem.edu or Darcy Hardy, dhardy@utsystem.edu

Sponsored by the UT TeleCampus.

New UTTC Help Desk Provider

UTTC has contracted with a new help desk provider. Beginning on Monday, February 4 the provider will be SunGard Higher Education. The 24/7 toll free number will not change. But, in an effort to provide more direct support, the help desk web form will be discontinued.

To facilitate the change in providers and to avoid the need for changes on campus websites and in courses in the future, UTTC has a new URL for information about the help desk. This URL will remain the same regardless of the help desk provider or changes to the UTTC website. The new URL is www.uttchelpdesk.org.

Communications have been sent to campus staff regarding requested updates to campus websites and courses offered through UTTC. We ask that any information about the UTTC Help Desk be replaced with the following:

The UT TeleCampus provides free 24/7 help desk support to academic students, faculty members teaching online through the UT TeleCampus, and the UT System campus staff who support them. The Help Desk can provide answers to questions about using UT TeleCampus technology and services, as well as technical support. Information on how to contact the UT TeleCampus Help Desk is available online at www.uttchelpdesk.org.

For additional information, please contact Lori McNabb at lmcnabb@utsystem.edu.

Spring Semester Start

All spring semester courses have begun. This semester, UT System campuses are offering 192 course sections through the UT TeleCampus. Courses are being offered by 13 campuses.

Issue with Blackboard Discussion Board Grader

We have recently discovered a problem with courses that use Blackboard's Discussion Board Grader function. The problem is specific to courses that have been copied from previous semesters in which the tool was in use. When a course is copied, the grade settings for Discussion Board Grader are copied with the course. This is how it should be. But, unfortunately, if you later delete the use of the tool from the copied course, the gradebook item and grades associated with that item are deleted from the original course. Meaning, grades from a Discussion Board Grader from a previous semester's course will be deleted if you delete the gradebook item or turn off discussion board grader in a current course. Please note, this is specific only to gradebook items posted through Discussion Board Grader (not to discussion board grades input into the gradebook manually).

Blackboard has a new fix for the problem that we will be implementing, but it does not fix courses retroactively. If you used Discussion Board Grader in your course previously you can continue to use it. But, if you used it previously and do not want to continue to use it, please do not delete the gradebook item from your course. Instead, set it so that it has no weight and no points, mark the item so that it is not included in the score, and make it unavailable to students.

Campus distance education staff members have been notified of this problem and are available to help you to determine if this issue affects your course and what action you should take if you no longer wish to use Discussion Board Grader as a part of your assessment plan. Also, please remember that the Blackboard gradebook is a convenience copy of your gradebook – it is not your official gradebook. And, although the UTTC Blackboard installation is backed-up frequently, we continue to recommend that you download your gradebook from Blackboard each week and add the grades from Blackboard to your official gradebook.

SafeAssignment Upgrade

The updated version of SafeAssignment is now available in Blackboard. We have made the switch to the Blackboard version of the product, which is called "SafeAssign." If you have been using SafeAssignment, you will notice a few changes. Primarily, the way in which you view a report for a student paper is different. When reviewing a report, you must click on the icon that looks like a magnifying glass which is next to a suspected source. This will color code the document so that you can see what portion corresponds to the source. To see all the suspected sources in the document at once, use the "highlight all" box above the suspected sources list. Information on how SafeAssign works is available online at <http://wiki.safeassign.com/display/SAFE/How+Does+SafeAssign+Work>. Additional information on the product can be found at <http://wiki.safeassign.com/display/SAFE/Home>.

Website Redesign Satisfaction Survey

The UT TeleCampus recently launched a redesigned website which included a fresh look, improvements to the site's organization, and features such as a new catalog and video interviews from faculty, students and staff. We believe user feedback is crucial to the ongoing development of the UT TeleCampus website. Please take a few minutes to fill out our [Website Redesign Satisfaction Survey](#) and let us know what you think.

Darcy W. Hardy
Assistant Vice Chancellor for Academic Affairs
Executive Director, UT TeleCampus
The University of Texas System
512-499-4207
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www.uttc.org