



**CEIT**

**Quick Start Faculty Guide  
to Educational Technology  
@ Douglas College**

[www.douglascollege.ca/ceit/](http://www.douglascollege.ca/ceit/)

**2011/2012**

 **Douglas College**

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Centre of Educational and Information Technology



# **Quick Start Faculty Guide to Educational Technology @ Douglas College**

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[www.douglascollege.ca/ceit/](http://www.douglascollege.ca/ceit/)

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## About This Guide

The *Quick Start Faculty Guide to Educational Technology @ Douglas College* is an overview of educational and information technology services available to you. This guide includes important information about computing, networks, and instructional services.

Since technology is always changing, we encourage you to visit the CEIT website, [www.douglascollege.ca/ceit](http://www.douglascollege.ca/ceit), regularly for the most up-to-date information.

## Quick Reference: Logins

### Novell

- **Username:** Last name + first initial
- **Password:** You'll be given a temporary password after an account is created.

### Banner (Web for Faculty)

- **Username:** nine-digit employee number
- **PIN:** date of birth (DDMMYY)

### myDouglas

- **Username:** nine-digit employee number
- **PIN:** date of birth (DDMMYY)

### Blackboard

- Log in to myDouglas. *See above.*
- Click the *My Courses* tab.

### GroupWise

- **Username:** last name + first initial
- **Password:** You'll be given a temporary password when an account is created.



## Client Communication

What we do in CEIT directly affects teaching and learning. We also know how important timely and direct communication is to our clients. To keep you informed, we will use a variety of communication tools to let you know about educational and information technology news, scheduled maintenance, and service disruptions.

### CEIT Website

The CEIT website offers information about all the services we provide from applications we support to projects we manage. We update our website regularly and updates are communicated in the What's New section on the CEIT Employee home page. Also note, everything available in this guide is also available on our CEIT website, [www.douglascollege.ca/ceit](http://www.douglascollege.ca/ceit).

### The CEIT Tech News Blog

CEIT has a blog, [www.ceitnews.com](http://www.ceitnews.com). We use our blog to communicate about interesting developments in the educational technology and IT world, which includes our own department as well as current projects we are working on. This year, CEIT is migrating the college's email and network facilities to a Microsoft platform, and we will be using our blog to inform you about project updates.

### Twitter and Douglas College Email Facility

#### Service Disruptions

Disruptions to educational and information technology services will be communicated through Twitter service alerts and the college's email facility. Service alerts are also displayed on the CEIT Employee website. Get the news first. Follow us on Twitter: [www.twitter.com/ceitalerts](http://www.twitter.com/ceitalerts).

#### Scheduled Maintenance

Educational and information technology requires upgrades from time to time. We will use the college's email facility to communicate upcoming maintenance events. We do try to schedule these upgrades during off-peak periods when classes are not in session. We have designated every Saturday from 6 PM to Sunday 10 AM as our time to upgrade systems. If we are not doing a system upgrade during this period, our service alert message will read something like this, "All systems are operational." There may be times when we have to perform updates outside these hours, but we will let you know.

## Novell Network

Novell is a network application that provides file, print, and storage services for College computers. All employees have accounts on this system. When you log on to the network, you will have Internet access.

### Your Novell Account

Generally, you will receive an account automatically when you are hired. If you are a guest lecturer or visiting scholar, you must initiate this process yourself. Contact the Help Desk, [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca) for assistance. It may take up to three days for your Novell account to be created. When your account is ready, your departmental assistant or Dean will be emailed your username and temporary password.

### Your Novell Username

Your Novell username is your last name + first initial.

### Your Novell Password

Once you have logged into the network using your temporary password, you will be asked to create your own password. Although you'll be given a four-login grace period to do this, don't delay changing your password; otherwise, you'll have to reset it. Passwords are case sensitive and should be composed of a minimum of six (6) characters. These can be letters (a, b, c, ...), numbers (1, 2, 3), symbols (@, #, %), or a combination (a3P5I) of all three. A combination of letters, numbers and symbols is preferable. Keep in mind, passwords must be changed every three to four months, and they are not reusable.

### Forgotten/Expired Novell Password

Visit the web page, <https://maint.douglas.bc.ca:4445> to reset it.

### Logging into the Novell Network

To log into the network, do the following:

- Start your computer. The Novell Client for Windows opens.
- Type your Username and Password into the appropriate fields.
- Click *OK*.

### Laptops on Campus

Laptops can support teaching in many classroom settings, especially those designated as Laptop-Ready classrooms. However, in places where there is no direct (wired) network access, you can still use the wireless network that spans most of the campus. These instructions tell you how to connect to the Internet with a wireless laptop while you are on campus.

To connect to the Internet with a laptop:

1. Open Internet Explorer. A Security Alert window opens.
2. Click *OK*. The Wireless Network Login Window opens.
3. Type your Douglas College Novell username and password in the appropriate fields.
4. Click *Logon*.
5. Internet Explorer opens. Your computer is now connected to the Internet.

## Wireless Service on Campus

Most of the teaching spaces and common areas at Douglas College are served by a WiFi signal. If an area has poor wireless service, notify the Help Desk. Call 604.527.5330 or email [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca).

## GroupWise

GroupWise is a comprehensive emailing and scheduling system that allows you to organize email and send appointments and tasks.

**Important!** During this academic year, the college will switch its email facility from Novell GroupWise to Microsoft Outlook. Look for more information about this project in your inbox, on our blog, and our website.

## Your GroupWise Account

Generally, you receive an account automatically when you are hired. When your account is created, your departmental assistant or Dean will be emailed your username and temporary password. You should change this password at your first opportunity.

When you receive your temporary password, double-click the *GroupWise* icon on your desktop. Type the temporary password into the *Password* field and click *OK*.

Once you've gained entry into the GroupWise system, change your password.

## Changing your Password

To change your GroupWise password:

1. Open GroupWise.
2. On the Tools menu, select *Options*. The Options window appears.
3. Double-click the *Security* icon.
4. On the *Password* tab, type your old password. (For first time users, this is your temporary password.)
5. Type a new password and confirm that password in the next two fields.
6. Click *OK*.

## Accessing GroupWise Off-Campus

To access your GroupWise account when you are off-campus:

1. Open your Web browser.
2. In the Address bar, type either:
  - <http://webgw.douglas.bc.ca>
  - <http://webgw2.douglas.bc.ca>
3. Click *Go*, or press *Enter* on your keyboard. The GroupWise login page opens.
4. In the Username field, type your Novell username (last name + first initial).
5. In the Password field, type your GroupWise password.
6. Click *Login*.

## myDouglas for Faculty

As a new faculty member at Douglas College, you'll quickly become acquainted with the Web-based portal myDouglas, which allows you to communicate with your students, organize your course and teaching materials, and schedule classroom activities. Designed to be user-friendly, the portal can support your classroom instruction.

To get you underway, we've included some myDouglas highlights in this guide. You can learn more about myDouglas, by downloading the document, "Getting Started in myDouglas for Faculty" at, <http://mydouglas.douglas.bc.ca/cp/home/loginf>.

If you would like to arrange an orientation for you or your students, contact the Help Desk, 604.527.5330 or [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca).

## myDouglas: Supporting Teaching and Learning

Every course you teach will have its own home page in myDouglas. It is on the home page that you will find, use, and modify many of the features available to you. These features include the following facilities: email, calendars, announcements, chat, and groups.

## myDouglas Username

Your username identification (User ID) for myDouglas is the nine-digit number on your pay advice. If you cannot find your faculty identification number, contact Employee Relations.

## myDouglas PIN

Your password is your Banner (Web for Faculty) PIN, which is the six-digit number that represents your birth date (DDMMYY).

## Changing your PIN

You can change you PIN, but not in myDouglas. To change your PIN, you must use Banner (Web for Faculty).

To change or reset your Banner (Web for Faculty) personal identification number:

1. On the Douglas College home page, click the *Employees* link located at the top of the page. A new page opens.
2. Select the *Web for Faculty* link.
3. Type your employee number in the User ID field. Type your PIN in the PIN field.
4. Click *Login*.
5. Select the *Personal Information* link.
6. Select *Change PIN*.
7. Type your old PIN and new PIN in the appropriate fields.
8. Click the *Change PIN* button.

**Note:** You will have the opportunity to create a security question. It will enable you to reset a forgotten Banner (or myDouglas) password in the future.

## Forgotten PIN

1. Follow steps 1 to 6 of “Changing your PIN.”
2. Click the *Forgot PIN / Change PIN* button.  
**Note:** You must enter your employee number before you click the *Forgot PIN / Change PIN* button.
3. The Security Answer page opens. Enter the answer to your security question.
4. Click the *Submit Answer* button. A new window opens, stating that your PIN has been reset.
5. Type your new PIN in the first field and retype your new PIN in the second field.
6. Click the *Reset PIN* button.

**Note:** A PIN changed in Banner will automatically update your myDouglas PIN. Forgot your security question? Contact the Help Desk, 604.527.5330 or [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca). Help Desk staff will reset your PIN for you.

## Logging into myDouglas

To log in to myDouglas:

1. Go to the Web page, <http://mydouglas.ca>
2. Type your Username and PIN in the appropriate text boxes.
3. Click *Login*.

## Logging Out

Log out at the end of your session to ensure no one can access your account. You can only have one active login at a time. You cannot log into myDouglas on multiple computers.

## My Courses Tab

The *My Courses* tab in myDouglas provides faculty with information about their courses. When you click on this tab, you have a choice of two areas: *Online Self-Service*, where you enter grades among other things; and *My Courses*, where you will see a list of the courses you are currently teaching.

## myDouglas Email

You can send email messages to students enrolled in your courses by using the class lists available in your course area.

The myDouglas email facility is separate from your GroupWise account. If you do not want to use your myDouglas email account, remember to tell your students. They may assume that you read messages sent to your myDouglas account.

Nonetheless, you can have your myDouglas messages forwarded to your GroupWise or another email account.

Some faculty members prefer to use their myDouglas email only for communicating with students, and to use their GroupWise email for other College and external messages.

## Blackboard

Blackboard is a Web-based instructional environment which helps instructors create, manage, and organize their course material. Instructors can post lecture notes, grades and marks, assignments and quizzes as well as accept assignments from students electronically. The College is currently using Blackboard CE 8. We will be piloting Blackboard 9.1 in the 2011-2012 academic year. If you are participating in the pilot program and need assistance or training, contact the Blackboard Team at [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca). Please put v9.1 in the subject line and body of the email.

### Basic Blackboard Terminology

**Designer** is defined in Blackboard as the user(s) with editing rights for the entire course. Designers develop the course and decide what tools are used and how the course will function by using the *Build* tab in Blackboard.

**Instructor** is best defined as the individual teaching the course. Instructors have some editing rights, but their role is to manage the course. They can access the Blackboard grade book to assign grades, determine how students use course material, release material to individuals, groups or students, and manage quizzes and assignments by using the *Teach* tab in Blackboard. More than one instructor can be added to a course. Only the name of the primary instructor appears as the “Section Instructor” in the Blackboard course list.

### Blackboard: Supporting Teaching and Learning

Does Blackboard suit your instructional needs? Here are some Blackboard highlights:

#### With Blackboard’s Groups feature, you can:

- Associate groups with collaborative projects and discussions.
- Create group chat rooms and private discussion topics for groups.
- Send emails to groups with Blackboard’s internal email feature.

#### With Blackboard’s Management features, you can:

- Selectively release material to students who meet the criteria you’ve set.
- Add guest faculty to your course.
- Upload course notes, handouts, etc.
- Use the calendar feature to schedule class events and assignment deadlines.

#### With Blackboard’s Grading features, you can:

- Grade assignments and provide feedback to students.
- Provide students with marks and grades (all confidential).
- Assign grades with Blackboard’s grade book.
- Download grades to a spreadsheet.

#### With Blackboard’s Evaluation features, you can:

- Return draft assignments with feedback.
- Post quizzes and assignments.
- Use the journaling and blog features to encourage classroom discussion.
- Create anonymous surveys to gather feedback from students, and then compile the results.

## Blackboard Username and PIN

You do not need a Blackboard username or PIN, since Blackboard is integrated with myDouglas. To access your Blackboard courses, log into myDouglas.

## Logging Out

Use the *Log Out* link to exit the Blackboard environment. Then close the myDouglas browser window.

Closing the Blackboard browser window ends your Blackboard session, but it does not log you out of myDouglas. If you want to log back into Blackboard, you must log out of myDouglas and close the browser window. Otherwise you will receive an error message. myDouglas allows only one active login at a time.

## Need more information and training?

CEIT provides a full complement of Blackboard training. Contact the Help Desk 604.527.5330 or email [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca) for more information.

## Workshops and Training Material

CEIT offers training opportunities to the College community. Read our workshop descriptions on our website, <http://www.douglascollege.ca/ceit/employee-services/training/workshops.html>. If you don't find a workshop that meets your particular needs, CEIT offers just-in-time training and customized training for individuals and groups. To schedule a session on one of the Office products, myDouglas, Blackboard or a piece of instructional equipment, contact the Help Desk by phone 604.527.5330 or email [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca).

You can also find some of our workshop offerings on the Employee Development website, [www.douglascollege.ca/employee-development.html](http://www.douglascollege.ca/employee-development.html).

## Online Training Material

Need or want to know how to operate a piece of educational technology or software but don't have time for a scheduled training session? CEIT provides online tutorials for computer applications and technical equipment at the College. For a comprehensive list of all our online tutorials, visit [www.douglascollege.ca/ceit/employee-services/training/training-materials.html](http://www.douglascollege.ca/ceit/employee-services/training/training-materials.html).

## eClassrooms and Laptop-Ready Rooms

Our eClassrooms are outfitted with video projectors, VCR/DVDs, computers, and audio equipment for faculty can use to facilitate student learning. Laptop-Ready rooms have video projectors to which instructors can connect their laptops.

Each year, we endeavour to increase the number of eClassrooms at the College with the goal of eventually having every classroom equipped with educational technology.

To find out which rooms are eClassroom or Laptop-Ready, and to read documentation on how to use the equipment in these rooms, visit the Room Technology List web page, [http://www.douglascollege.ca/rtl/ctl\\_index.html](http://www.douglascollege.ca/rtl/ctl_index.html)

## Employee Workrooms

Sometimes you need a little more space to do your work. All employees can use designated employee workrooms at the College. Workrooms have combination locks. Your departmental assistant should have the combination code.

### Workroom Locations

**New Westminster**  
2304, 3302A, 3307, 3424, 3940, 4200B, 4323

**David Lam**  
A3152, C3004, D1018,  
D3039

Find out what type of equipment is including in these rooms by typing **Employee Workrooms** in the CEIT search engine.

### Workroom Policy

Students may not use employee workrooms. Students found in workrooms should be asked to leave and directed to the Student labs, located on the fifth and sixth floors of the New Westminster campus and in rooms A2030, A2110, A2130, A2270, B2190, D2010, and D2012 of the David Lam campus. If a student refuses to leave an employee workroom, please call Security (NW local 5405, DL local 6255).

## Media Development Suites

Podcast, screencast, create, edit, and upload. The media production arm of CEIT is designing a space for you to build rich media presentations for teaching, training and more. CEIT will provide a range of support from simple instructional documentation to one-on-one training. If you have a desire to re-invent your course content, supplement the learning experience, or simply build a powerful presentation, the new Media Development room will have the tools you need. These rooms are located at New Westminster in room 3144 and at David Lam in room B1251.

## Exam Scanning

The College uses scanner technology to help faculty mark multiple-choice tests and exams. Sheets for the scanners may be picked up in room 3100 at the New Westminster campus or room B1250 at the David Lam campus. To learn how to use an exam scanner, you can either download instructions from the CEIT website, (keyword search Exam Scanning) or contact the CEIT Help Desk ([helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca)) to schedule a training session.

## Policies for Educational Technology

Douglas College currently has five policies that pertain to educational technology:

- A08.01.01 College Use of Copyrighted Works
- A20.01.01 Electronic Mail Usage
- A20.01.02 Internet Use Policy
- A20.01.03 Use of College Resources
- A20.01.03 Web Management
- A20.01.05 Computer Use Policy

Find direct links to these policies on the CEIT website, [www.douglascollege.ca/ceit/employee-services/general-information/policies.html](http://www.douglascollege.ca/ceit/employee-services/general-information/policies.html).

## Student Printing Limits

Students are permitted to print up to 300 pages in the computer labs at no charge. After this allotment is used, they must pay for printing at one of the print pay stations in the Library (both campuses), in room 6212 at New Westminster or room A2030 at David Lam.

CEIT is always looking for ways to reduce the amount of printing at the College. We do have some strategies already built into existing systems that may help you reduce student printing, for example:

- Instructors can post assignments in Blackboard and myDouglas.
- Students can submit assignments electronically through Blackboard and myDouglas.
- Instructors can use digital media to support instruction and student learning.

## Telephone Services

CEIT is responsible for maintaining and ensuring the effective use the telephone services at both campuses. You can find documentation about telephone features, greeting, or voice mail, at [www.douglascollege.ca/ceit/employee-services/phone-support.html](http://www.douglascollege.ca/ceit/employee-services/phone-support.html).

## Online Employee Directory

CEIT maintains the Online Employee Directory for the College. It is updated frequently and is considered the most current employee directory at the College. You can find the directory here: <http://www.douglas.bc.ca/staffsearch/>

## Making Changes to the Online Directory

Not in the directory or phonebook? Or perhaps your telephone information is incorrect? If so, fill in and submit our Telephone Directory Change Form. You can find it on the CEIT website, <http://cms.douglas.bc.ca/Page14326.aspx?PageMode=Hybrid>

Or type **Telephone Directory Change Form** in our search engine.

## Changing your Office?

If you are physically moving offices, email the Help Desk and let them know. CEIT will arrange for an external service bureau to change the location of your phone. Please provide us with sufficient time to facilitate the change.

## Shared Locals (Phone Trees)

You may share an office and telephone number with one or more individuals. Although you share the same phone number, your voicemail number will be different. Please note, if you share a phone only *one* name will appear on the telephone display.

## Help Desk

### Contact Information

- **Email:** helpdesk@douglascollege.ca
- **Off campus:** 604.527.5330
- **On campus:** local: 5330
- **Website:** [www.douglascollege.ca/ceit/employee-services/employee-helpdesk.html](http://www.douglascollege.ca/ceit/employee-services/employee-helpdesk.html)

### CEIT Voice Mail

When leaving a message on the CEIT Help Desk voice mail, be sure to clearly state:

- Your name.
- Your office phone number.
- The room number where the problem is occurring.
- The ID number on the equipment, (A Douglas College sticker is affixed to all equipment at the College.
- Details of the problem, including any error messages you see.

### Blackboard Assistance

For assistance with Blackboard, please provide the following information, if applicable:

- Your name and contact information.
- Your nine-digit employee number.
- Blackboard course name.
- Blackboard course ID.
- Problem details.
- Error messages as they appear.

### CEIT Service Counters

Our service counters provide the following services:

- Toner replacements  
Please bring used cartridges with you, and know the model number of your printer when you visit (e.g. HP 2400).
- Test scanner sheets

Please note that our CEIT service counters are not Help Desk locations. You will not receive technical assistance. For technical support, call our Help Desk 604.527.5330.

### Hours and Locations

We are open between 8:30am and 4:30pm Monday to Friday. Our David Lam campus is *closed* between 12pm and 1pm.

- **New Westminster:** Room 3100
- **David Lam:** Room B1250