

## **ITS Support for Online Learning – updated 1/5/15**

In addition to services and resources that support a wide range of University goals (wired and wireless networks, Internet2, etc.), ITS supports online learning through:

### **Synchronous Learning Management System (SLMS)**

The University's current SLMS is Blackboard Collaborate. A study is underway in cooperation with the Division of Continual Learning's Advisory Committee to produce a recommendation by May 2015 for either continuing with Collaborate or moving to a new SLMS. Collaborate is used extensively for synchronous online courses. It's also used for some asynchronous online courses (e.g., office hours, group project work, guest lectures). UNCG has 24x7 technical support for Blackboard Collaborate through the ITS contract.

### **Asynchronous Learning Management System (LMS)**

The primary asynchronous tool used by faculty teaching online courses is the LMS. UNCG will complete the migration from Blackboard Learn to Canvas by Instructure in Spring 2016. ITS staff members provide application administration and systems administration for Blackboard Learn, and provide application administration and data integration for the cloud-hosted Canvas.

### **Online learning facilities managed by ITS**

ITS manages the Stone TeleLearning Center (<http://its.uncg.edu/telelearning/>) and the Bryan 114 TeleLearning Lab (opening Spring 2015). The TeleLearning Center has a dedicated staff member to assist faculty & classes, while Bryan 114 offers advanced automated A/V equipment. Other ITS labs have computers equipped with cameras & mics for online learning.

### **Lecture capture**

Video captured during live classes can be used in future online courses. ITS is leading a study with faculty & instructional support staff to select a "lecture capture" product for a Fall 2015 pilot.

### **A variety of instructional tools**

See [http://its.uncg.edu/Supported\\_Services/Technology\\_in\\_Instruction.pdf](http://its.uncg.edu/Supported_Services/Technology_in_Instruction.pdf)

### **Service Desk (6-TECH)**

The ITS Service Desk operates from 7am-10pm Monday-Friday, and 1-10pm Sunday. (The ITS SuperLab in Jackson Library provides limited support services for additional late night and early morning hours, and on Saturdays.) Service Desk calls related to the LMS or SLMS are among the most frequent. Effective July 1, 2015, Service Desk phone support will be available 24 hours a day, 7 days a week, 365 days a year (except for some University holidays).