**Student Success**

**Grade Transfer Process – Blackboard to Banner**
The Office of Registration and Records and the Office of Information Technology have been working together, along with key faculty members, to improve the processes for entering interim and final grades. This semester, faculty will be able to download their interim and final grades from Blackboard into an Excel file that is formatted correctly for Banner import. Once the Excel file is downloaded, faculty will be able to make final edits, add information for failing or incomplete grades, and then upload the file into Banner. No longer will the instructor need to input each individual grade into Banner, although that method will still be available if a faculty member prefers to use it. This grade transfer process should be especially useful for faculty with large classes. Workshops on using this new system, and on using the Blackboard Grade Center, will be offered during the Fall semester.

**New Banner Faculty Grade Entry Functionality**
ORR and OIT have been busy over the summer testing a new Banner function called “Faculty Grade Entry” that we feel will make your grading process easier and more user friendly on the Banner side. This is a completely new interface for both interim and final grades. The screens in Banner for faculty grade entry are fresh, dynamic and updated to make the grading experience as easy as possible.

Additional Benefits:
- Student photos - Helpful when students have similar names or the same name.
- Grade Summary – Grading Progress is now incorporated into the Faculty Grading Module itself. You will be able to see exactly how many students are left to be graded, without leaving the grading worksheet!
- Import Grades from File - Upload a spreadsheet (from Blackboard Learn or any spreadsheet) directly into Banner.

We intend to make the new interface available, in addition to the current grading process, during Fall 2015 in order to make the transition as easy as possible.

**Classroom Attendance**
Card readers have now been installed in eight large classrooms (> 50 seats). There are 15 card readers in these eight different classrooms. Faculty using the system have access to attendance reports and the ability to integrate their attendance data into Blackboard if they choose. This coming fall semester we will have at least 22 faculty participating, with approximately 50 class sections active in the classroom attendance card swipe program.

This initiative will continue to be evaluated for its usage and impact as we go through the fall semester. The intent is to have positive impact on faculty workload, and to expand our ability to gather data to support student success initiatives.

**What’s New in Blackboard?**

**Terms**
This feature will allow you to sort and hide courses based on their “Term,” for example, Fall of 2015 courses will be grouped under the category “2015-05.” To turn on this feature, go to “My Courses” and click the gear icon on the top right to open the display options. Click the box labeled “Group by Term.” Courses will now be displayed by term, and you can go into the display options to select which terms should be visible and in what order.

**Merge Tool**
Due to a change in the company that made our previous course merge tool, the process for merging courses has changed. Merges must be requested, and should be done prior to any copy or modification of the affected courses. Please go to our website: http://www.indstate.edu/oit/faculty/blackboard.php and select “Course Merge Request Form.” If you have already made modifications to a course that you would like to merge, just select the “Copy” option on the form and let us know where the correct course material is located.

**Student Preview**
Student Preview is a new mode that lets you enter and see your courses as though you are a student. You can take exams, submit assignments, and review feedback. To enter Preview mode, click the icon on the upper right which looks, more or less, like an eye. With this new Preview mode, the old “Phantom ID” process is no longer necessary.

**Tegrity**
Tegrity has been updated. When you first log in to the Tegrity recorder, you will be prompted to update your software.

**Collaborate**
A new version of Collaborate is available with an easier to use interface. The update does not require participants to download or install plug-ins or launchers, and is more compatible with a wider variety of equipment. Unfortunately, this interface does not include key features such as break-out rooms or polling. Since some professors may use those features, we are making the simplified interface available upon request. If you would like to try out the new interface, contact Instructional Tools Support at 812-237-7000, or isu-blackboard-support@mail.indstate.edu, and let us know which courses you want enabled.
**Improved OIT Services**

**Goodbye to WPA!!**
In order to provide you with a more reliable network connection, the WiFi network called ISU-OIT-WPA was removed in May, 2015. All WiFi connections for students, faculty, and staff should be established using the ISU-Secure WiFi network. The ISU-Secure WiFi network is optimized for laptops, tablets and other mobile devices.

**End-User Support Consolidation / Addition of Walk-In Support for Faculty**
We have heard from many on campus that we should simplify how to get help from OIT. We have also heard that walk-in support for faculty would be a welcome addition to our services. With these things in mind, we are combining our customer service operations into a single Technology Support Center. While the full change won’t be ready until Spring, we have made some smaller changes that will have a positive impact this Fall. Instructional Tools (Blackboard) Support has moved into the same space as the Technology Assistance Group, Parson’s Hall 003. From this location, faculty and staff can walk in, call, or email to receive support for all computer needs. Students will continue to visit Stalker Hall 009 for walk-in support.

**Distance Education Support Moves to OIT**
Extended Learning and OIT collaborated over the summer and determined that moving the support of the distance education classrooms to OIT would make support of learning spaces more efficient and effective. By combining the support of distance education and standard classrooms, OIT can use efficiencies of staff, combined knowledge and other resources to provide a more fluid support model for all learning spaces. As part of the restructure Nick Aballi now reports to OIT under Pei-Yi Hu and is part of the classroom support group. Nick will be backed up by the full classroom support team under Pei-Yi and Greg Lechner, which should result in more complete coverage and support for our distance classrooms.

**Outlook Now Displays Directory Photo**
Outlook has become more personalized than ever! Now all University employees will be able to see directory images in their Outlook e-mail, calendar, and contacts. This means that when you send an e-mail, set up an appointment, or look up someone in the address book, by default you will be able to see their directory photo. This feature is limited to University staff and faculty; students cannot see your photo in Outlook, nor can outside parties with whom you may exchange e-mails from your indstate.edu Outlook account.

**Coming Soon!**

**Results from OIT Customer Satisfaction Survey**
We spent time over the summer reviewing the ratings and comments from the satisfaction survey we run in the spring of this year. Generally speaking, our best ratings from faculty were for Blackboard walk-in and phone support (85% of respondents were very satisfied or satisfied with their experience). We will be looking at improvement plans related to all of our survey results; however, areas for improvement include our help desk support and wireless, which had positive ratings (very satisfied or satisfied) at the mid-70% levels. These generalized results are helpful indicators, but we are also paying close attention to comments where they show distinct patterns of areas for improvement.

Later in the fall semester, OIT will provide complete results of our survey, along with action plans for improvement. We also plan to collaborate with Distance Education this fall on a survey related to services for distance students and faculty who teach distance courses, specifically. This will be an important step toward preparing for increased enrollments in these areas.

Thanks to all who responded to our survey to provide ratings and these very detailed comments which are so helpful to us.

**Unified Communications Project Update: Unified Messaging, Web Conferencing**
Unified messaging, the first component of our unified communications project will be implemented this fall. Users will begin to receive voice mail in their Exchange e-mail inbox. This will allow users to listen to their voicemail from a traditional telephone set or from a properly-equipped computer (one with audio capabilities).

Later in the fall, OIT will be conducting a pilot of full-scale unified communications within the department. This pilot functionality will include fully functional web conferencing using Skype for Business. In fall and early spring, we will begin piloting and rolling out full Voice over IP capabilities, and soft phones in some locations (replacing the expensive wiring and handsets associated with traditional landlines and phone sets).