# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Resources</td>
<td>4</td>
</tr>
<tr>
<td>Center for Excellence in Teaching &amp; Learning</td>
<td>5</td>
</tr>
<tr>
<td>Library Resources</td>
<td>6-8</td>
</tr>
<tr>
<td>Learning Environments</td>
<td>9</td>
</tr>
<tr>
<td>Blackboard</td>
<td>10-13</td>
</tr>
<tr>
<td>Banner</td>
<td>14</td>
</tr>
<tr>
<td>Additional Information</td>
<td>15</td>
</tr>
</tbody>
</table>
Fall 2010

Dear Faculty:

Information and Technology Services (ITS) supports many of the resources and programs necessary for effective delivery of instruction at UVI. From providing classroom support and library resources to repairing your computer and providing technology training, ITS is your single point of contact for a wide range of services. This booklet includes a brief introduction to Library programs, the Center for Excellence in Teaching and Learning (CETL), Blackboard course management system, computer labs, media support, smart classrooms, and other learning resources and services provided by the component. You can use the website and contact information provided to learn more about ITS and to be equipped for effective use of instructional resources.

The learning resources and services are enriched by your suggestions and feedback. We invite you to participate actively in library collection development and teaching resource development, and to identify the training for building the skills that you need. Use the CETL and Helpdesk to get assistance with the use of learning resources and to report your concerns or suggestions. Become involved in the Library/Academic Technology committee or use your divisional representative to give feedback to the ITS component and to guide the implementation of new technology developments.

We look forward to working closely with you to meet your curricula requirements for technology, information literacy, and other media. Our effective collaboration will ensure that students enjoy a quality classroom environment and achieve the desired degree of learning in each discipline.

Office of Information and Technology Services
General Resources

In addition to administrative resources to support instruction, all faculty are given domain and email accounts to allow access to instructional resources on the UVI network. Full-time faculty are also assigned a telephone number, and an Audix (voice messaging) account. Messages can be retrieved on or off campus by dialing 693-1599.

**Desktop support** for your office workstation and telephone system is available via the helpdesk. Contact x1466 or helpdesk@uvi.edu if you need assistance in setting up your voicemail or if you experience difficulty in executing any computing or networking functions.

Faculty members at UVI are assigned an **Outlook Email** address consisting of the first letter of the first name and the first six characters of the last name. Default passwords are assigned at the time the accounts are created. You will be prompted to change your password the first time you log in. To access your email from off-campus using **Outlook Exchange**, open a web browser and go to http://exchange.uvi.edu and enter your UVI user name and password.

**Instructional Resources** to support development of teaching techniques are accessible through **SYM-PHONY**, the E-Library catalog. Books, video, and audio tapes on topics such as critical thinking, active learning, and effective college teaching are available in these collections. Call your campus libraries at X4130 (STX) or X1367 (STT) for assistance in locating faculty instructional materials or visit the library website, http://library.uvi.edu/.

**VC faculty support**
Center for Excellence in Teaching & Learning (CETL) evening staff support videoconference remote faculty by providing copies and proctoring assistance, and other administrative functions as needed.
Center for Excellence in Teaching & Learning

The Center for Excellence in Teaching & Learning (CETL) embodies the concepts and processes for promoting faculty technology development and curriculum support. The objectives of the ITS Plan for Curriculum and Technology Support, and the Provost’s Academic Master Plan for the CETL identify the framework for strengthening the program to foster current innovative teaching strategies and introduce new techniques.

The CETL offers the following resources and services for faculty and staff.

**Faculty Development for:** BlackBoard, Hybrid or online course development, general course design (training option for release time), VC Rooms, other technology development available upon request

**Resources for faculty:** Computers, Internet/WiFi access, Fax machine, Clickers, and digital recorders

The Center is open Monday through Thursday 8:00a-10:00p and Friday 8:00a-8:00p and is located in the St. Thomas campus Paiewonsky Library, L-103. Plans for locating a corresponding space on St. Croix campus are in process. This space is fully-equipped to serve as a technology training lab complete with wireless access, laptops, projector, screen and comfortable seating. Copier, printer, fax, desktop computers, and the teaching reference collection round out the resources in the Center. In addition podcasting tools, clickers (student response systems) and other resources for instructional design are also available.

If you have any questions about available services or resources, please feel free to contact the Center.

http://helpdesk.uvi.edu  helpdesk: x1466
Training and Skill Building

**Faculty training** is scheduled throughout the year to assist in acquiring skills for integrating technology into curriculum. Individual computer skill levels are taken into consideration when planning for and delivering technology-based workshops to ensure that content is appropriate and that ample opportunities for hands-on practice are offered.

Classes are offered in a variety of formats including one-on-one, small and large instructional groups and day-long seminars. Scheduled training is available on both the St. Thomas and St. Croix campuses and by request. **Faculty Technology Institutes** for both the St. Thomas and St. Croix campuses are provided each year and are announced by email.

Current training options include: Blackboard Course Management System (basics, assessment/grading, collaboration, communication, plagiarism prevention, instructional design and best practices), Microsoft Office products (Outlook/Exchange, Word, PowerPoint, Publisher, Excel), EndNote (reference management software), Web 2.0 tools, podcasting, videoconferencing and Smart classrooms, Banner administration, Tablet PC use, Classroom Performance Systems (clickers), and information literacy topics.

Faculty are also provided with **web-based training** opportunities as offered through a subscription to TLT (Teaching and Learning with Technology). Please visit TLT online to see the latest web-based offerings:

URL: http://www.tltgroup.org/index.htm
User Name: tltsubscriber | Password: surprise

As new technologies make their way onto the UVI campus, ITS will be there to provide the required support for success. Contact the HelpDesk at x1214 to schedule a training session.

Suggestions for training are always welcome.
Equipment, facilities, and other learning resources are provided as aids for teaching. ITS can assist you with acquisition of media for preparing presentations and with transforming traditional classrooms into smart environments for effective delivery of your presentation.

**Smart classrooms** are equipped with computing and projection systems. All classrooms are wired for Internet access. If you require Internet access and your course is not in a smart classroom, you must arrange to activate network jacks through the Helpdesk at x1466 or helpdesk@uvi.edu. Smart classrooms are secured with combination locks. Contact your division chair for the code to unlock the room.

**Videoconference rooms** are used for synchronous distance learning and meetings between campuses. Training in the use of videoconference equipment is scheduled at the beginning of every semester. Contact the Helpdesk at x1466 or helpdesk@uvi.edu to schedule other training as needed.

**Computer labs** are located in the library and in key locations around campus. There is one lab on each campus designated for general use and is not scheduled for other activities. Schedules are posted for classes held in the labs.

**Wireless access points** are available in some areas. Contact the helpdesk at x1466 or helpdesk@uvi.edu to find out where these access points are located. If your laptop does not have a wireless card, you may borrow one from the library for use with the campus network. If necessary, staff can assist you in configuring your system for wireless access.

ITS explicitly discourages the use or installation of unmanaged wireless routers, switches, and hubs on the UVI network.

**Facility reservations** are handled by the Campus Executive Administrator’s office. Contact x1140 on St. Thomas or x4444 on St. Croix to reserve a room for University activities.
Using Library Resources

Through training sessions, as well as reference and public services, librarians ensure that faculty and students acquire skills for effective access to learning resources that support each academic program.

**Library Instruction** is offered to individuals and classes upon request. Instruction is a required component of FDS, SCI 100, SSC 100, and ENG 201. Contact your campus library at x4130 (STX) or x1367 (STT) to schedule a session for your class.

**To identify and find books**, use **SYMPHONY**, the E-Library catalog that shows the holdings of both campus libraries. A simple menu allows to search by author, title, and subject. Note that there some materials from the General Pamphlet File that may not be listed in the catalog—contact a librarian to learn more about the pamphlet file.

**Searching periodical literature** is facilitated primarily by the use of online databases, which include citations, abstracts, and the full-text of articles. The libraries subscribe to general and subject-specific databases covering many disciplines. Your UVI ID number is your user ID for remote access to subscription resources. Your UVI ID is also your Library card.

**Interlibrary loan** is available at no cost to students and faculty. Most resources of the sister campus library are available through intercampus loan. In addition, the librarians will obtain material from other libraries in the U. S. — this process takes several weeks. **Plan ahead!**

**Reserving resources for students** is an effective way to ensure that materials in limited supply are available to all students. You may request that critical resources needed for use by an entire class be placed in the reserve collection. You determine the loan period to ensure that all students have access to the material. Please allow sufficient time for reserve requests to be processed. Blackboard, our online course management system, is an excellent alternative to placing items on reserve in the library. You may upload and share documents through your online course and link to full-text articles available through the online databases.
The libraries on each campus provide access to a combined collection of over 140,000 volumes and to a variety of electronic and printed periodical subscriptions and databases. The resources are shared online and through intercampus loan.

**Special/Caribbean collections** highlight and safeguard books, periodicals, photographs, maps, and other papers on the Virgin Islands and the wider Caribbean. Access to these collections is restricted and materials must be used within the facilities. Please let us know when you identify titles that are in high demand for student use so that we may seek to acquire additional copies for the circulating collection.

**Periodicals available in print are listed in the online catalog.** The print collection is supplemented by titles indexed in the periodical databases. Most databases include the most recent issues; however, some titles are subject to publisher embargo and indexing might be delayed for up to 12 months. Use interlibrary loan to obtain articles when the full text is not in the database.

**Video and audio materials** and other non print materials are indexed in the catalog of the St. Croix library and are available for use with equipment in the library and in the classroom.

**Subscription databases provide indexing** to citations, abstracts, and some full text of articles in periodicals and reference books. Resources include general databases such as JSTOR and Academic Search Premier and subject specific databases such as CINAHL (Nursing) and Literature Resource Center. Databases are accessible on campus from any computer on the network and off-campus with your library barcode.

**Pamphlet files of** local newspaper clippings, brochures, and UVI documents and memorabilia are arranged in separate pamphlet files with indexes.
Library Policies and Services

Contact Human Resources for information regarding the issuance of Photo-IDs. The Photo-ID is embedded with your UVI ID number in a barcode that is used as your library card. All faculty and staff must have validated library cards to check out library material. Present your UVI photo-ID to check out library material or equipment.

Most material, except reserves and periodicals, are loaned to faculty for the semester and to staff for two-week periods. Material requested by others during the semester will be recalled.

*Your libraries provide more than just books!*

**Equipment** available from the libraries include laptops, multi-media projectors, camcorders, and digital cameras, among others. **Reserve equipment early** to ensure that devices are available when needed. Equipment is in high demand! When making a reservation, be sure to include the specific equipment that you need to support your teaching. Laptops may be checked out for 24 hours while projectors may be checked out for 4 hours.

Microsoft Office Suite (for Mac and PC), Visual Studio, Visio, and EndNote are currently available for download from Inside the UVI website according to the Microsoft licensing agreement.

- Most library material may be returned either to the book-drop outside the library door or to the circulation desk. Reserve items, including software, must be returned to the library staff at the desk.
- Material that is past due will accrue fines. Check with the librarian for details.
- A photocopier is located near the library entrance/exit. Library staff can assist with codes or keys as necessary.
Getting Started with Blackboard

http://blackboard.uvi.edu

The Blackboard Course Management System provides options for managing your courses (i.e. gradebook, online testing, plagiarism prevention tools) and making course materials available to students via the Internet. Blackboard facilitates student communication (i.e. email, discussion boards, viewing of grades) and allows the digital submission of assignments.

Blackboard accounts are created for faculty when email and domain accounts are set up. Your email login is also the login for Blackboard. When you connect to http://blackboard.uvi.edu and click login, enter your email username and password. The system will list all courses for which you have access.

Blackboard and Banner, the data management system, are integrated. For every course listed in Banner, a Blackboard course shell is automatically created and students are auto-enrolled into classes. By default, all Blackboard courses are set to “Unavailable” and will need to be made “Available” when you are ready for students to access course materials. To do this, click into the individual course, click the Control Panel, Settings, Course Availability, and select ‘Yes’. Once this process is complete, your students will be able to see and access your course.
Getting Assistance with Blackboard

Within the **Control Panel** of every Blackboard course there is a set of **Help** features, click the links for access. Your 'UVI Blackboard' tab also contains links to tutorials. **Blackboard training** is scheduled throughout the semester and is available on both St. Thomas and St. Croix. One-on-one training sessions are available by appointment. Check announcements published by the Blackboard Administrator to identify sessions that address your training needs or view the Training Calendar link on the ITS website. Learning how to effectively navigate Blackboard is essential for successful course delivery and will help you to troubleshoot student access issues.

**Contact the HelpDesk x 1466, helpdesk@uvi.edu** with your Blackboard questions and concerns.

---

**Computer Requirements for Blackboard**

You must use a compatible, properly configured browser when working with Blackboard.

- **Recommended PC Operating Systems:**
  - Windows 2000
  - Windows XP
  - Vista is not certified as compatible at this time

- **Recommended Mac Operating Systems:**
  - 10.3 or higher

- **Compatible Browsers for the PC:**
  - Internet Explorer 6.x and 7
  - Netscape 7.1x or Higher
  - Firefox 1.x, 2

- **Compatible Browsers for the Mac:**
  - Safari 2.x with 10.4 OS
  - Safari 1.3 with 10.3 OS
  - Firefox 1.x or Higher
  - Netscape 7.1x or Higher

- **Other Browser Requirements/Settings:**
  - Enable/update Java
  - Enable Cookies
  - Pop-Up Blockers off
  - Clear Cache regularly

---

http://blackboard.uvi.edu  
helpdesk: x1466  
http://helpdesk.uvi.edu
Commonly Used Blackboard Tools

Through the Blackboard Control Panel, you have access to a variety of course management tools. The Control Panel consists of six different modules.

- **In Content Areas**, select Course Information, to post a syllabus, Course Documents to upload lecture notes and PowerPoint presentations, External Links to add web resources and Assignments to add assignments. Use the built-in Web 2.0 technology to create wikis, blogs and podcasts.
- **In Course Tools** select Announcements to create, post and email announcements. Post office hours/location in Staff Information and use the Send Email feature to correspond with students. Use SafeAssign or TurnItIn for plagiarism detection and create a Discussion Board to facilitate asynchronous conversation.
- **In Course Options**, customize course Settings and modify the look and feel of the course with Manage Course Menu and Course Design options. Copy course material from one course to another with Course Copy and make back-ups of your course by selecting Archive Course.
- **User Management** allows you to view the roster and make changes with List/Modify Users, Enroll Users and Remove Users from Course.
- **Assessment** allows you to customize your Gradebook, and create online tests and surveys through the Test Manager and Survey Manager.
- **Help** provides links to Blackboard Support, the instructor Manual, Quick Tutorials and a direct email link to UVI’s Blackboard System Administrator.
Troubleshooting Blackboard Access

Blackboard login and course access are common areas in which students encounter errors in using the Blackboard system. Use the following information to troubleshoot student access problems:

LOST/FORGOTTEN PASSWORD
Direct students to the HelpDesk for retrieving Blackboard account login

STUDENT CANNOT SEE/ACCESS COURSE
1. Confirm that you have made your course available:
   A. Go to the Course Control Panel
   B. Click on ‘Settings’
   C. Click on Course Availability and set the radio button to ‘Yes’.

2. Verify the student’s enrollment by checking your Banner roster or contacting the Registrar. If the student is not enrolled:
   A. Contact the HelpDesk for assistance.
   B. HelpDesk staff will assist with resolving issues that prevent duly-registered students from appearing in your Blackboard course.

For other issues or concerns, contact the Helpdesk x1466.
Banner on the Web (BUCSS)

Banner is the UVI administrative computing system for management of student and personnel records and other business processes. As an academic advisor, you will use Banner web (Banweb) to access student academic records and to report student grades at the end of the semester. As a UVI employee, you will also use Banweb to access your personnel data through functions made available by the Human Resources office. Go to http://www.uvi.edu/pub-relations/BUCSS/index.html to access the Banner interface.

Your User ID is your UVI ID number. Your PIN for Banweb is provided by Human Resources. Contact the HelpDesk at x1466 or helpdesk@uvi.edu for assistance with accessing Banweb.
**LIBRARY HOURS**

Monday–Thursday  8:00 am–10:00 pm  
Friday  8:00 am–8:00 pm  
Saturday  9:00 am–5:00 pm  
Sunday  1:00 pm–8:00 pm

- Hours are extended during exams—see posted schedules.  
- The Library is open from 8:00 am to 4:00 pm, Monday to Friday, when classes are not in session.

**COMPUTER LABS AND HOURS**

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>NW 120 &amp; NW 131</td>
<td>8:30 am–10:00 pm, Monday–Friday</td>
</tr>
<tr>
<td></td>
<td>8:30 am–4:00 pm, Saturday</td>
</tr>
<tr>
<td></td>
<td>1:00 pm–5:00 pm, Sunday</td>
</tr>
<tr>
<td></td>
<td>Same as Library hours</td>
</tr>
<tr>
<td>Library Room 902</td>
<td>8:30 am–4:30 pm, Monday–Friday</td>
</tr>
<tr>
<td>Freshman Center</td>
<td></td>
</tr>
</tbody>
</table>

**St. Thomas**

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paiewonsky Library</td>
<td>Same as Library hours</td>
</tr>
<tr>
<td>Business Building</td>
<td>8:00 am–Midnight, Monday–Saturday</td>
</tr>
<tr>
<td></td>
<td>11:00 am–Midnight, Sunday</td>
</tr>
<tr>
<td></td>
<td>8:00 am–9:00 pm, Monday–Friday</td>
</tr>
</tbody>
</table>

**Library website**  
- http://library.uvi.edu

**St. Croix Library**  
- (340) 692-4130

**St. Thomas Library**  
- (340) 693-1367

**InfoTech Services**  
- http://infotech.uvi.edu

**Media Equipment**  
- http://mediacenter.uvi.edu

**Blackboard**  
- http://blackboard.uvi.edu