**UTA Faculty Support and Resource List**

**UTA Remote** offers student, faculty, and staff resources for teaching online, including tools, computer labs, information on internet providers, Echo 360 and Teams <https://oit.uta.edu/utaremote/index.php>

**CANVAS**

**Canvas Support- Available 24 hours a day, seven days a week**

1. Canvas Chat: <https://cases.canvaslms.com/liveagentchat>
2. Canvas Hotline: 1 (855) 597-3403
3. Canvas COVID-19 Contingency Forum:

<https://community.canvaslms.com/groups/admins/pages/contingency>

1. Canvas Guides: https://community.canvaslms.com/t5/Canvas-Guides/ct-p/canvas\_guides
2. Canvas Community: <https://community.canvaslms.com/community/answers>

**Faculty Training**

1. Recorded Trainings for Teaching Online:

* Fall 2021 Hybrid (50/50) **Teaching** through Teams: <https://www.youtube.com/watch?v=syIGE1lT0ec>
* Spring 2022 Teams for Teaching in Canvas Workshop Recording:

<https://mavsuta.sharepoint.com/:v:/s/OnlineTeamsTraining2/EacOAtnw93VCjNMJlAMAPp8B3syd9lYLL_xU2EllUmlx2Q?e=p4y7kc>

1. UTA Canvas Training: <https://www.uta.edu/administration/distance/training/registration>
2. UTA Canvas Resources: <https://www.uta.edu/administration/distance/canvas>
3. Respondus LockDown Browser & Respondus Monitor Instructor Training Webinars:

<https://web.respondus.com/webinars/>

**MICROSOFT TEAMS**

How to Conduct a Teams meeting within Canvas**:**

1. Video:<https://uta.instructure.com/courses/31630/pages/teams-in-canvas>
2. Step-by-Step Guide for Teams Classes:

<https://octe.azurewebsites.net/Microsoft/viewer/621/index.html#/0/0>

1. Step-by-Step Guide for Teams Meetings: <https://octe.azurewebsites.net/Microsoft/viewer/622/index.html#/0/0>
2. Teams Quickstart Guide for Educators: https://go.microsoft.com/fwlink/?linkid=2131549
3. Turning on live-captions in Teams: [https://support.office.com/en-us/article/use-live-captions-in-a- teams-meeting-4be2d304-f675-4b57-8347-cbd000a21260](https://support.office.com/en-us/article/use-live-captions-in-a-%20teams-meeting-4be2d304-f675-4b57-8347-cbd000a21260)

OIT Support: For support with conducting a Teams meeting in a Canvas course, please submit a ticket to OIT using Service Now:

1. Go to <https://uta.service-now.com/selfservice/>
2. Click “Report an Issue”
3. In the Affected Service field, type **Microsoft Teams**
4. Input Details
5. Click the appropriate radio buttons for people affected and type of issue
6. Input a brief summary of the issue
7. Input additional details for the issue
8. Click Submit

**TROUBLESHOOTING**

UTA’s Help Desk chat: <https://www.uta.edu/help/chat/>

UTA’s Help Desk phone: 817-272-2208

CDE Support: Should you need assistance after exhausting the options above, please submit a ticket to using Service Now:

1. Go to <https://uta.service-now.com/selfservice/>
2. Click “File a Ticket”
3. Click either “Make a Request” or “Report an Issue”
4. Fill in the form in as much detail as possible
5. Add any attachments if you have any, ex. Screenshots of error messages, etc.
6. Click "Submit”

**SUPPORT FOR TEACHING ONLINE**

UTA’S Center for Research, Teaching and Learning Excellence (CRTLE) is ready to assist. Recordings of recent trainings and pedagogical materials are available at: <https://www.uta.edu/administration/crtle>.

We’ve also launched a **Teams** site - [**UTA Faculty Helping Faculty**](https://teams.microsoft.com/l/team/19%3a75a4272552d34ae0a546a345837493ab%40thread.tacv2/conversations?groupId=50b6fe6d-4037-4007-bdda-1457226dee39&tenantId=5cdc5b43-d7be-4caa-8173-729e3b0a62d9), in which we encourage you to share strategies, assignments, or questions that we can help answer as a group.

Please contact Dr. Ann Cavallo at [CRTLE@uta.edu](mailto:CRTLE@uta.edu) for assistance.

**Teaching Remotely**

1. Tools and Training to Teach Remotely (Canvas, Teams and Echo 360):

<https://www.uta.edu/administration/provost/policies-and-resources/canvas/teach-remotely>

1. Pivoting to Online Teaching: Research and Practitioner Perspectives: <https://www.edx.org/course/pivoting-to-online-teaching-research-and-practitioner-perspectives>
2. [Moving Your UTA Course Online: When Campus Closes](https://uta.instructure.com/courses/52345)
3. UTA Library Services for Faculty: <https://libraries.uta.edu/services/faculty>

**Accessibility**

1. ALLY in Canvas: <https://www.uta.edu/administration/distance/training/ally>
2. Accessibility in Your Course: <https://uta.instructure.com/enroll/7NWYNM>
3. Electronic and Information Resources (EIR) Accessibility: <https://accessibility.uta.edu/>
4. Echo360 Lecture Capture: <http://www.uta.edu/edutech/lecture-capture.php>
5. Student Access & Resource Center: <https://www.uta.edu/student-affairs/sarcenter>
6. Accessibility tools in Microsoft (Office 365 and Teams) <https://www.microsoft.com/en-us/accessibility/microsoft-365?activetab=pivot_1:primaryr3>

**Student Support**

Faculty are encouraged to refer students to the following student success services:

<https://www.uta.edu/student-success/course-assistance> Students can access peer educators online or participate in live tutoring and mentoring sessions via Microsoft Teams.

[www.uta.edu/si](http://www.uta.edu/si) SI sessions will continue at their scheduled time via Microsoft Teams. Please see the SI schedule for days and times.

[www.uta.edu/tutoring](http://www.uta.edu/tutoring) One-on-one tutoring can still be booked via TutorTrac. Tutors will connect with students over Microsoft Teams for a virtual session.

[www.uta.edu/etutoring](http://www.uta.edu/etutoring) eTutoring continues to be available 24/7.