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
4. Canvas Guides: https://community.canvaslms.com/community/answers/guides/
5. Canvas Community: https://community.canvaslms.com/community/answers

Faculty Training

1. Canvas Trainings, Recorded and Future Virtual Trainings for Teaching Online: https://utacrtle.org/events/
2. UTA Canvas Resources: https://www.uta.edu/administration/provost/policies-and-resources/canvas or canvas.uta.edu
3. Respondus LockDown Browser & Respondus Monitor Instructor Training Webinars: https://web.respondus.com/webinars/

Open Labs - Faculty can reserve times for individualized assistance from a UTA online learning experts on Canvas, online teaching tools, and teaching remotely.

1. CRTLE Open Lab, Wednesdays 10 am - 12 noon. To register for a Wednesday individual session, complete the form at this link: https://uta.qualtrics.com/jfe/form/SV_bra1KQL3i0Hf5LT
2. CDE Open Lab, Fridays 2 pm - 4 pm. To register for a Friday individual session, complete the form at this link: https://common.forms.uta.edu/view.php?id=4943

MICROSOFT TEAMS

How to Conduct a Teams meeting within Canvas**:** https://www.youtube.com/watch?v=yGjjbdRhKAQ&feature=youtu.be

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

UTA Teams Resource Guide: https://uta.service-now.com/kb_view.do?sysparm_article=KB0010776

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/selfservice2
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/selfservice2
2. Click "Request Something"
3. Click "Make a Request"
4. In the Department section, search for "Center for Distance Education"
5. Fill out the "Short Description"
6. Let us know your issue in the "Request Details" section
7. Add any attachments if you have any, ex. Screenshots of error messages, etc.
8. 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://utacrtle.org/.

Also go to the "*Going Online*?" tab at the top of the CRTLE homepage, which is here: https://utacrtle.org/online/

We've also launched a **Teams** site- **UTA Faculty Helping Faculty**, 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 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
2. Pivoting to Online Teaching: Research and Practitioner Perspectives: https://www.edx.org/course/pivoting-to-online-teaching-research-and-practitioner-perspectives
3. Moving Your UTA Course Online: When Campus Closes
4. UTA Library Guides (FlipGrid, Course Reserves, and other tools): https://libguides.uta.edu/shutdown/Faculty

Accessibility

1. ALLY in Canvas: https://www.uta.edu/administration/provost/policies-and-resources/canvas/ally
2. Accessibility in Your Course: https://uta.instructure.com/enroll/7NWYNM
3. Electronic and Information Resources (EIR) Accessibility: https://accessibility.uta.edu/developing-accessible-content/
4. Echo360 Lecture Capture: http://www.uta.edu/edutech/lecture-capture.php
5. Office for Students with Disabilities: https://www.uta.edu/disability/resources/faculty-staff.php
6. Accessibility tools in Microsoft (Office 365 and Teams) https://www.microsoft.com/en-us/accessibility/office?activetab=pivot_1:primaryr3

Textbooks

Publishers are providing free access to e-books. Faculty are encouraged to review the VITALSOURCE list, write the local rep (if there is one) or directly to the publisher to see about getting free access to an e-book. https://get.vitalsource.com/vitalsource-helps-full-list-of-participants

Student Support

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

 http://www.uta.edu/ideas/ No appointment necessary. Students can access IDEAS peer educators online or participate in live tutoring and mentoring sessions via Microsoft Teams.

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. 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 eTutoring continues to be available 24/7.