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United Way Labour Appreciation Award

Barb Sadler <bsadler@uwo.ca>



Donna Sasges with Natalie Samuel, Western's sponsored employee

Each year, ten to twelve recipients are chosen to receive a **United Way Labour Appreciation Award**. Donna Sasges of ITS has been chosen as the award recipient from Western for the 2013 campaign. Donna is a member of the ITS Administrative team and has received this award in recognition of her significant contributions to the United Way in her role as ITS Employee Campaign Coordinator for the Western United Way Campaign since 2010.

The Labour Appreciation Awards recognize some of the most dedicated volunteers who help make United Way workplace campaigns so successful. Award recipients are union members who have worked "in the trenches" for several years, raising funds for the United Way of London & Middlesex. They exemplify innovation and creativity, incorporate best practices of resource development and often leave a legacy by creating succession in their workplaces.

[From the United Way, London & Middlesex web site <http://unitedwaylm.ca/event/labour-appreciation-awards-night.html>]

See more about the United Way effort on page 8.

The award was presented at the Awards Night Ceremony at the Marconi Club of London on January 23, 2014.

Congratulations Donna, and thank you for all your efforts and accomplishments in support of this worthy initiative!



About *In Touch*

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We welcome your comments, suggestions, and articles.

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Notices/Information

- Scheduled System Maintenance takes place during Sundays, 3am - 12noon; Thursdays, 12am - 7am
- ITS Services Document available at:
<http://www.uwo.ca/its/services.pdf>

Need help, have a question?

- Call ITS Customer Support Centre:
519 - 661-3800 ext. 83800
- ASK ITS: <http://askits.uwo.ca/>
- Email using the web form: <http://itshelp.uwo.ca/>

How to contact the ITS Help Desk:

Web page: <http://www.uwo.ca/its/helpdesk/>

Phone Number: 519-661-3800 ext.83800

Webform: <http://itshelp.uwo.ca/>

In Person: Support Services Building, main floor room 4100

Hours: 8:30am - 4:30pm weekdays

Support by Phone: Mondays - Thursdays: 8:30am - 10:30pm;

Fridays: 8:30am-4:30pm; Sundays: 4:30-10:30pm

Other Help:

How do I ... documentation: <http://www.uwo.ca/its/hdi/>

Twitter: <http://twitter.com/westernhelpdesk>

Ask ITS: <http://askits.uwo.ca/>



Instructional Support Team News

Merran Neville <mneville@uwo.ca>

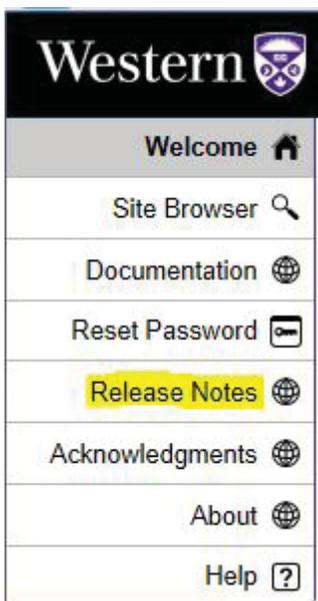
Upgrade to OWL

An upgrade to OWL was completed on December 22, 2013 and the **OWL Release Notes** on the login page at <https://owl.uwo.ca/> give the latest upgrade information.

The following is a list of some of the enhancements that were made in this upgrade, and includes features or tools requested by faculty:

- The most noticeable change is the new **Manage Participants** page. This change was made to decrease load times of the Site Info's first page.
- The new large purple **Join** bar appears at the top of every page of a joinable site for non-participants, allowing them to easily join the site with a single click.
- **Assignments:** Improvements to how the Assignments tool handles submissions
- Other performance and user experience improvements

This upgrade also included bug fixes and security updates. Full details about the updates are given in the Release Notes for **OWL 2.9.1-owl3**.



PostEm Tool

The PostEm tool was added to OWL in the August 29, 2013 upgrade. This tool allows instructors and maintainers to deliver individualized text, such as feedback, to each student in a site.

Using the PostEm tool, you can upload a comma-delimited (CSV) spreadsheet to present feedback to site participants.

For instructors who in the past used the WebCT Gradebook to post text information in a gradebook column, the PostEm tool provides this functionality.

For more information, refer to **OWL Documentation > Instructor > OWL Tools > PostEm**.

Web Conferencing

A new page has been added to the ITS web site under "Services". The page at http://www.uwo.ca/its/web_conferencing/ will help both instructors and students to troubleshoot issues they may have when using Blackboard Collaborate (bbc).

The page provides links to

- **System Status for bbc** delivered by the University of Calgary (where bbc is hosted)
- **Documentation** on the **OWL Documentation** site
- **Troubleshooting** guidelines
- **Get Help** link to the ITS Help Desk, which is a first place to start in seeking assistance.

OWL Training

If you are interested in training in OWL, please email owl-support@uwo.ca to request a training session. We can arrange one-on-one training, group training, or training using Blackboard Collaborate (bbc) if you are interested in training remotely.

Grade Admin Enrollments

If you are a grade admin and responsible for exporting grades to the Registrar, please email owl-support@uwo.ca with your request for enrollment in undergraduate and/or graduate courses. This is not an automated process.

Technology in Education Symposium 2014

The second annual TIES@Western Symposium will be held on March 27 & March 28, 2014. This two-day event will feature:

- research paper presentations,
- lightning rounds,
- hands-on workshops,
- posters and demonstrations and
- a student panel on the uses of instructional technology

TIES 2.0 is open to faculty, librarians, staff, postgrads, and graduate students from across all disciplines at Western and its affiliates.

For more information about this event, visit the web site at <http://www.ties-at-western.com/>

New Directions for Teaching & Technology in the Age of "Access Education"

Dr. Michael Geist



Engaging the Community!

Technology in Education Symposium (TIES) 2.0

March 27th & 28th, 2014

Register at no charge at:
<http://www.ties-at-western.com>



facebook.com/westernuTIES
#westernuTIES

ITRC Project: Snap Courses in *Articulate Storyline*

Samantha Roach <itrc@uwo.ca>

In the summer, the ITRC began using the software program **Articulate Storyline** to create visual and interactive teaching modules. (See "ITRC Summer Projects" *In Touch* Vol. 20 No. 1 <http://www.uwo.ca/its/doc/newsletters/InTouch/vol20-1314/fall2013.pdf>) This article described the graphic syllabus which was created by Tanja Coso and Alex Keerma for Prof. Kim Luton. At the same time, another project began for which the software is being used.

The ITRC was approached by Dr. Suzanne Kearns and Professor Ann Bigelow from the DAN Program in Management and Organizational Studies with a request to create a series of interactive "snap courses" for Prof. Bigelow's course, **MOS 3362: Introduction to Taxation in Canada**. These short, interactive courses are based around chapters of the text book Ann Bigelow uses to teach her class. Suzanne Kearns introduced the ITRC team to **Articulate Storyline** by screening examples of modules she had built with the software for her aviation courses, highlighting the program's interactivity and ease of use.

ITRC consultants Aditi Bhargava, Jordan Coop-Menard, and Samantha Roach began work on the first module. This module had already been started by Suzanne Kearns and her assistant and so the ITRC team was provided with pre-recorded voiceover clips and background graphics. Ann Bigelow supplied the team with scripts and rough storyboards for the first four modules.

The creation of one of these modules is an involved process including the placement of different graphic and audio elements not only on the slide itself (Figure 1), but also arranging these items along the Timeline to adjust timing and duration of each element as it appears for

the viewer (Figure 3). **Articulate Storyline** is prepackaged with the avatar characters used in this project (Figure 2) and, as mentioned above, the graphics used for the background elements were provided by Suzanne Kearns. Other graphics used in the teaching of the course were created or modified by the ITRC project team.

Ann discovered very quickly that it was very difficult to select the voices to read her scripts. Some voices come across as very mechanical, and devoid of emotion. After selecting professional voice actors for the first snap course, it was decided that the second module would be recorded by the ITRC consultants. This worked well, and the remaining modules will be recorded in the same way.

Not only must these audiovisual elements be assembled properly in the timeline and on the slide, there are also the interactive elements to consider. **Articulate Storyline** offers a large number of possibilities for learner interaction, from hotspots to fill-in-the-blank interactions. Variables can be created, for example, to have an area where the learner can enter their name and then that stored variable can be used in other parts of the module. For Ann's courses, the team has so far used the multiple choice questions feature and has created some drag and drop interactions.

When the time came to integrate the snap course into Ann's OWL site, the process was fairly simple as **Articulate Storyline** offers HTML5 export options. The html page created to house the content of the course was successfully installed as a multimedia element on a Lessons page.

This project meant the project team had to learn brand new software, however, even once you know the software, the creation of a module is **still** a rather long

and involved process. This project is currently ongoing.

Ann has been very pleased with the results thus far and the project team will continue to build further snap courses for her course, making graphics and recording voiceover to creatively support the script material provided. Students in the course have given positive feedback after using the first module.

Articulate Storyline, with its easy-to-navigate interface and its myriad of possibilities for interactivity, is a program that has opened up exciting possibilities for creating interactive educational modules.

The figures follow on pages 5 and 6.

Aditi Bhargava is a third year student in MIT.

Jordan Coop-Menard is graduating this year with an Honours Specialization in MIT/MTP.

Samantha Roach is a third year student in MIT and Film Studies.

Information about the ITRC student consultants is available online at <http://itrc.uwo.ca/studentConsultants.html>

Fig 1. Multiple elements on a slide

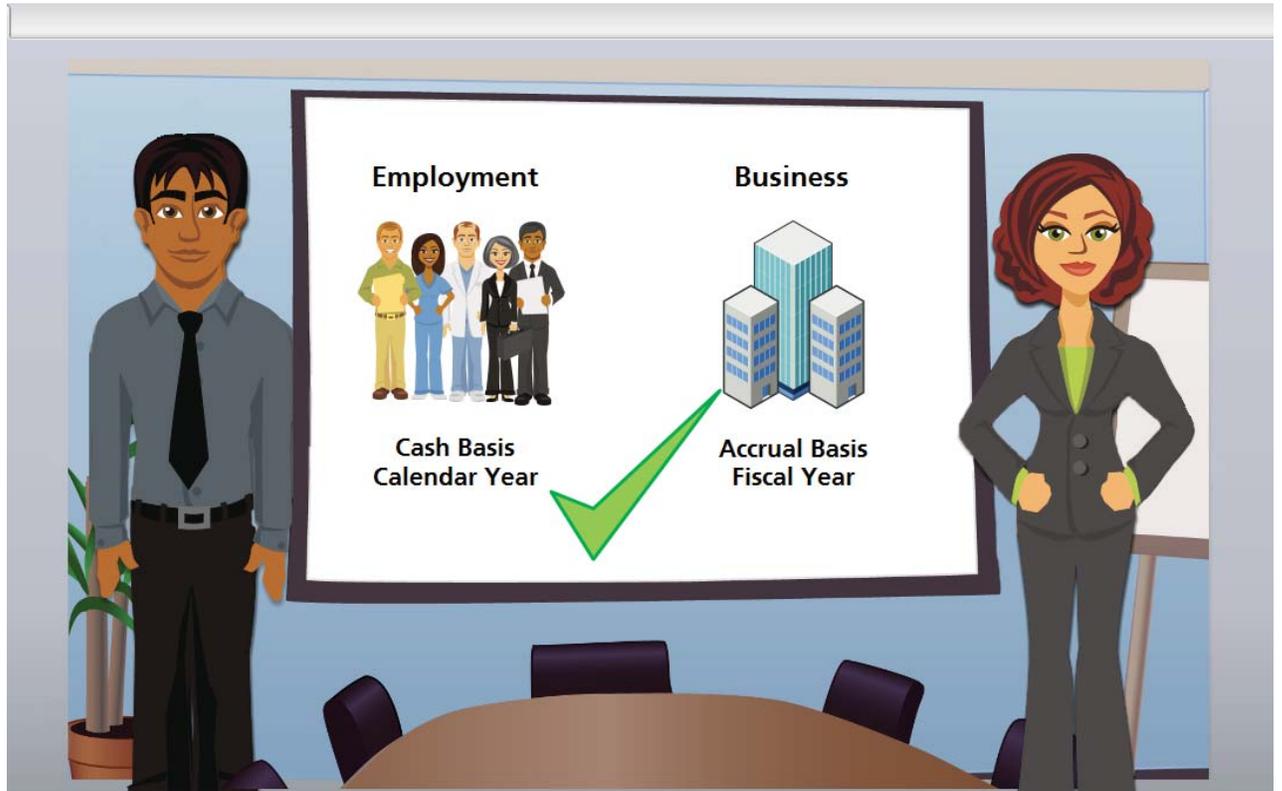


Fig 2. Sample of prepackaged expressions for an avatar character

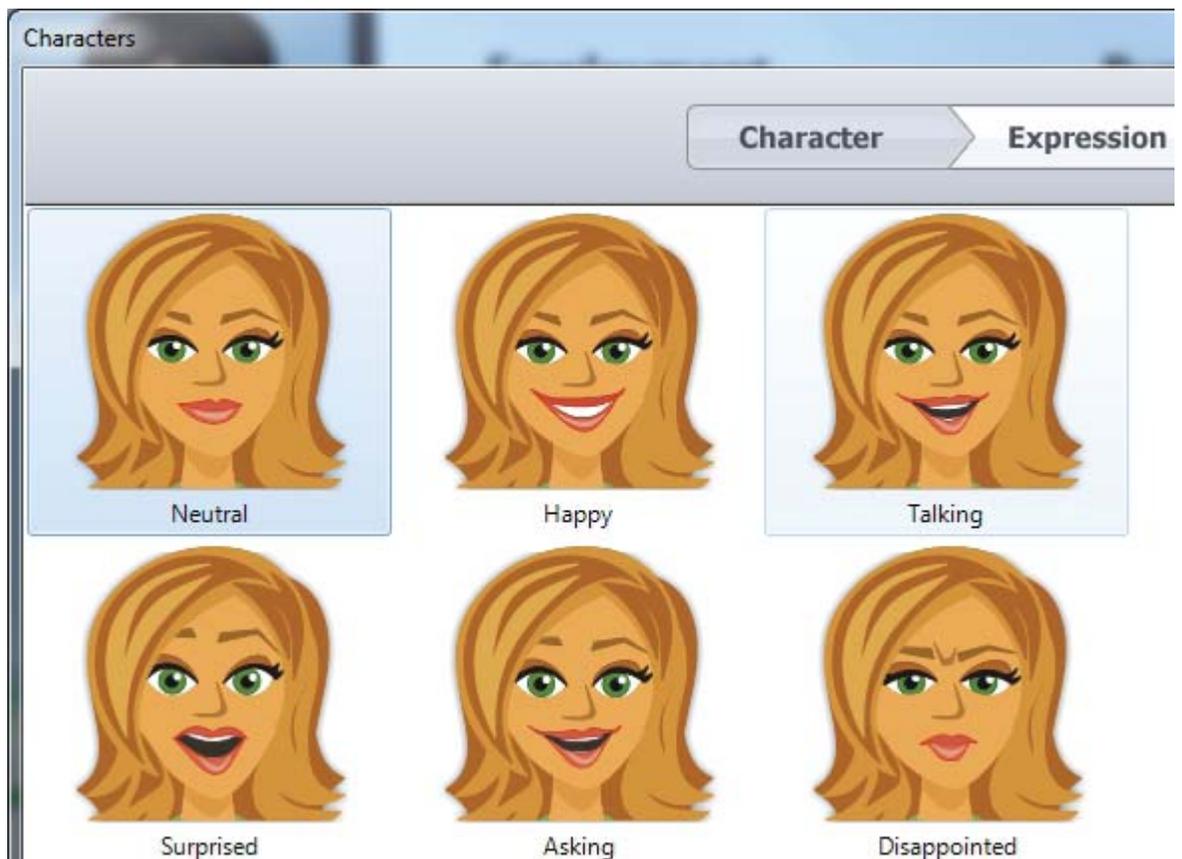
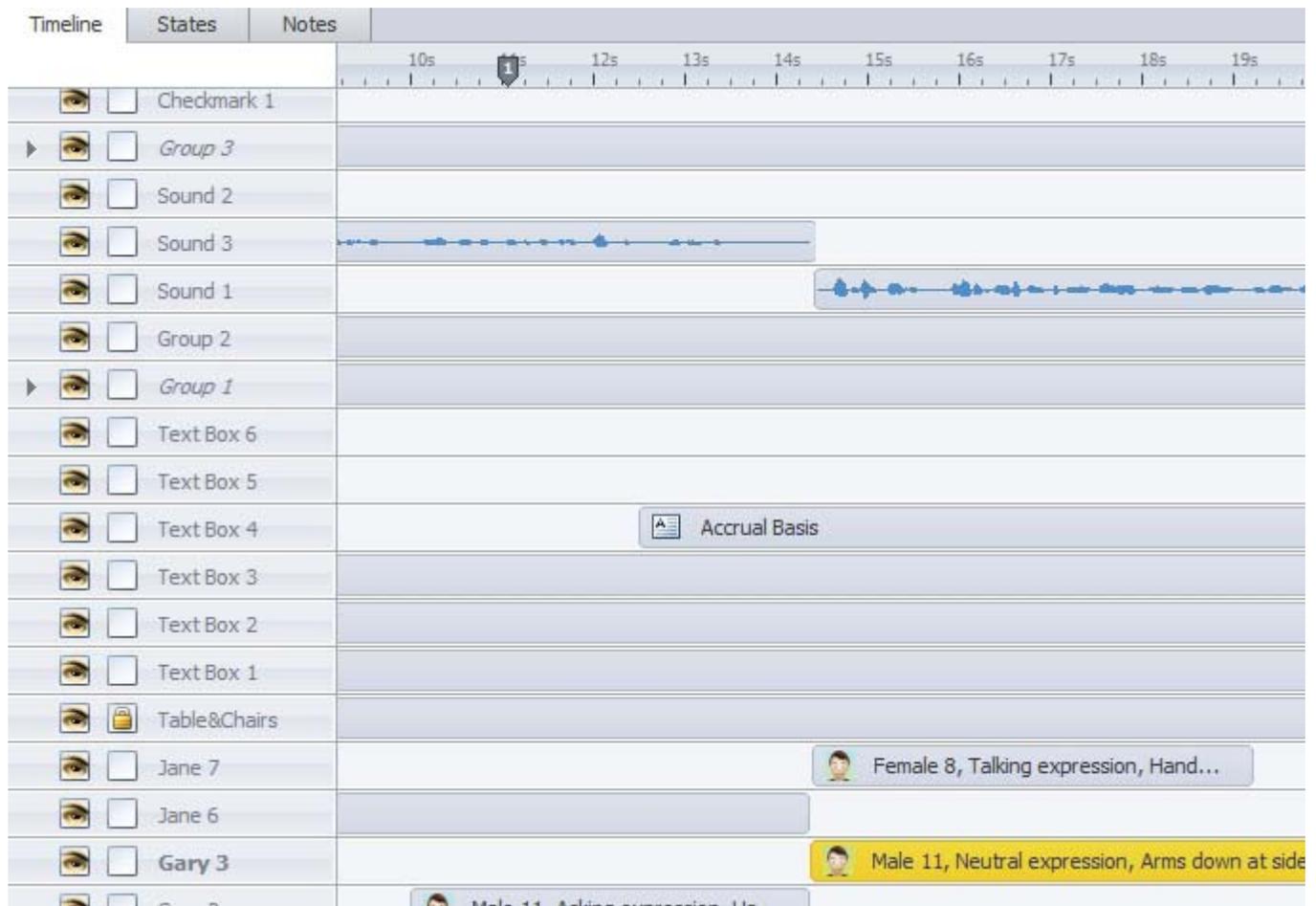


Fig 3. Elements on the Timeline





Cellular Tips & Tricks

Mona Brennan-Coles <mona@uwo.ca>

The CRTC Wireless Code

All wireless service providers must follow the new CRTC Wireless Code which was implemented on December 2, 2013. This Code applies to

- all new contracts signed on or after December 2, 2013 and
- all existing contracts that are renewed or extended, or where the key terms are amended.

As of June 3, 2015, the CRTC Wireless Code will apply to all wireless contracts, regardless of when they were signed.

Smartphones and Cell phones are NOT Waterproof: More Tips & Tricks

Here are some more tips when your smartphone or cell phone gets wet.

1. If your cell phone is off, don't turn it on to see if it is working. If your phone has a removable battery, take it out.
2. Put your phone and battery (if possible) into a container of white rice, which is less dusty than brown rice, and leave it overnight. The rice will draw out the residual moisture.

Roaming Charges

When do roaming charges apply?

When you are outside of Canada and use cellular voice, texting, or data.

What does roaming cost?

It depends - on your carrier and the service, i.e. voice, texting, or data. Check your carrier's web site for details.

How can I avoid roaming charges?

- Do your homework - assess your needs and investigate options for where you are going.
- Buy an inexpensive phone when you arrive, if you are only going to use voice and texting.
- Consider an unlocked device when you are purchasing your next Smartphone or unlock your existing Smartphone so that you can buy a local SIM card when you arrive.

How can I avoid data roaming charges?

- Use WiFi. Look for free wifi in coffee shops, hotels, restaurants, etc.
- Turn off Data Roaming.
- Check with your carrier who might have a data bundle that suits your needs.
- Download city or area maps before you leave home or using your hotel's WiFi.

211

Need information about and/or referral to community and social services in Ontario?

Information is available for more than 56,000 agencies in more than 150 languages 24 hours a day every day of the year. Dial 211 (9-211 from a Western telephone) to speak to someone. Or you can visit the website <http://www.211ontario.ca/>

United Way Stair Climb

Once again, departments in the Support Services Building joined together to field a team, Team SSB United, for the Stair Climb at One London Place on Thursday, November 7, 2013. Colin Gallagher, Matt Haarsma, Donna Sasges, and Jared Grywacheski participated from ITS.

Thanks to all members and sponsors of Team SSB United! With your help, we raised \$2,028 this year!



... and the back of the T-shirts for Team SSB United!



