

Tech Time

Facilitator Fall Meeting

December 12, 2006

Introduction



- Jessica Vargas, Technology Specialist
- Melanie Edwards, Help Desk Manager
- Jawann Slater, Evening Help Desk



Move of WebCT Content



- Explanation
- Module Setup
- New Navigation
- Issues



Lesson 1 Changes



- Content Changes
 - Compile Tool
- Update of Screenshots
 - Navigate through the Course
 - Removal of Menu
 - Icons



Issues/Concerns



- Literacy Logs
 - Provide Feedback
 - New Column
 - Lit Log Reviewed or Incomplete
 - 0/0
- Force Grading
- Grade Book Management
 - Course Closing
- Deny/Allow Access



A Word From Our Help Desk



- Top Participant Issues
 - Login, Lit Logs, Quizzes
- Tutorials (Course Menu)
 - Webpage, PDF, Interactive Movies
- Troubleshooting (Course Menu)
 - Solutions to Common Problems



A Word From Our Help Desk



- Contact Information:

- Help Desk Hours:

- M – F: 9 am – 4 pm & 6-10 pm EST

- Saturday: 10 am – 3 pm EST

- Phone: 1-866-863-READ or 407-249-4702

- Email: helpdesk@orion.itrc.ucf.edu

- AOL Instant Messenger: forpdhelp

- Live Chat

- Website:

- <http://www.itrc.ucf.edu/forpd/about/technicalsupport.html>

