



Online at FT

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"What sculpture is to a block of marble, education is to the soul."

~ Joseph Addison

Blackboard Tips:

1. *Bread crumbs can help you get back to your starting point.*
2. *Switch your Menu view to "Detail View" for a complete outline/map of your course.*

Keeping you informed

FT believes strongly in communication, and in eLearning Services, we believe it's important to keep you informed about important FT online initiatives and processes. The eLearning Services team is here to help you succeed with your online education initiatives and goals, so we'll be sending out this one-page "Online at FT" newsletter each week. When you see it arrive in your Francis Tuttle e-mail box, we hope you'll take a minute to read the information it provides. But if you have to miss one, don't worry. You will find previous issues of it posted at <http://blackboard.francistuttle.com>.

These one-page newsletters provide important and just-in-time information for you and your employees. It's designed to be no fluff, and just the right stuff. It's here to answer some of your questions about being online at FT, and to provide you with information you need to know. We hope it's all that and more for you.

How do I get assistance from eLearning Services (ELS)?

The ELS-ITS team is here to help FT staff and faculty with their online campus needs. The ELS help line is staffed from 8:00 AM to 4:30 PM, Monday through Friday during regular FT business days. To help us respond to your request as quickly and efficiently as possible, please:

- Call extension 4237 to have a Blackboard password changed.
- Call extension 4226 for an urgent request for assistance.
- For any other ELS assistance, including a password change for an Element K curriculum account, either call the ELS help desk at extension **4226**, or **send an email to elarning@francistuttle.com**. Whenever possible, all requests will be processed within 24 ELS business hours of their receipt, so if you haven't heard anything by then, feel free to give us a call. And of course, urgent requests will be handled as quickly as possible.

If ELS is already working on a request you submitted and you have been given the ELS support specialist's contact information, feel free to keep in touch with that person. If possible, do not send initial requests for assistance to individual ELS staff as that increases rather than shortens the length of time it takes for us to respond to your request. In some cases, doing so may delay response to your request for as much as a week.

What kinds of assistance can ELS provide?



Blackboard—Adding, copying, planning, modifying, fixing issues, etc. Test conversion—from MS Word or Text documents directly into your Blackboard course. Audio/Video—Podcasting, video conversion, screen capture, etc. One-on-one training. Group training. And much more!

We have many ways to assist you. But for now, I promised these updates would be only one page long, so for more information, check out our help site at blackboard.francistuttle.com, or contact eLearning Services.