

# Quick Guide to Online Course Technology

## *Significant Areas*

### Assistance with Technology

Because technology is the tool that allows for the delivery, and completion of any online course it is essential to provide students with a guide which clearly explains the needs, requirements, and expectations for any given online course. For instance, some courses will require the use of a microphone and additional software. These items must be purchased and ready to use. As a matter of fact, having students learn to use specialized technology during a course is strongly recommended.

#### REQUIRED TEXTS, VIDEO AND EQUIPMENT

Hesse's *Siddhartha* and Sophocles' *Antigone* are **required**. Please use the translations indicated below, as these translations effectively capture the essence of these works. They are available at most bookstores and online retailers both in eBook or paperback form. In addition, you'll need to purchase online access to the film, *Following the Ninth*. This is **required** and can be purchased through Amazon.com.


- Hermann Hesse, *Siddhartha*, translated by Joachim Neugroschel (New York: Penguin Books, 2002). ISBN: 978-0142437186.
- *Sophocles' Antigone*, translated by Ruby Blondell (Newburyport, MA: Focus Publishing, 1998). ISBN: 978-0941051255.
- *Following the Ninth: In the Footsteps of Beethoven's Final Symphony*. Dir. Kerry Candaele. Oculi Films, 2013. Amazon Streaming.

Additional readings will be provided to you within Canvas.

You are **required** to have a webcam, headset/speakers and microphone. You'll be using this for your ProctorU exams as well as for your video and audio presentations.

In addition, students need to be provided with tutorials, practice, and occasionally remediation opportunities when attempting to use specific and new technologies or software.

A good example of providing just such tutorials is:



## Welcome to What is the Good Life!

This page provides an overview of the course as well as policies and procedures. If any of the information on this page (or any other page) is not clear, please post a question in the **Course Questions** in the menu to the left. start digging into the course material.

What is this course about? [Dr. David Hackett provides a brief overview](#) ⚡ (2:08) (This is a Mediasite presentation, use your Gatorlink Username/password to access)

- How to View a [Mediasite Presentation](#) ⚡ (2:35)
- PC users will have the best results with Google Chrome
- Mac users may need to [download and install SilverLite](#) ⚡
- If you have trouble, you may need to [Disable your Popup Blocker](#) ⚡
- Contact the [Help Desk](#) ⚡ or (352) 392-4357 - select option 2 for further assistance

### Watch

- From your instructor, Jennifer Smith: [Welcome Message](#) ⚡ (9:38) | [Welcome Message PowerPoint/transcript](#) 📄 ⚡
  - This is a Mediasite Presentation, for tutorial and troubleshooting, see above
- [Full Canvas Student Guide](#) (use the search function to find what you need quickly)
- [Academic Honesty](#) ⚡ (5:15)
- Missy Clapp: [Citing Your Sources: Valuing the Scholarly Conversation](#) ⚡ (6:36)

### Read

- [Syllabus](#) (in the menu to the left)
- [Netiquette Guidelines](#) 📄
- [ProctorU Student Guide](#)
- [ProctorU QuickTips](#) 📄

Even when students are using technology, they are familiar with it and it is still important to provide them with tutorials and technology assistance that are easy-to-find and use.

Technology does occasionally fail. When this happens, students need to know that there are provisions in place for those worst cases.

#### GETTING HELP:

For issues with technical difficulties for e-Learning in Canvas, please contact the UF Help Desk at:

- [Learning-support@ufl.edu](mailto:Learning-support@ufl.edu)

8 | Page

- (352) 392-HELP - select option 2
- <https://lss.at.ufl.edu/help.shtml>

Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from LSS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

Other resources are available at <http://www.distance.ufl.edu/getting-help> for:

- Counseling
- Disability
- Resources
- Library Help Desk support

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them with tutorials and technology assistance tha

## Tools and Media

Because all students are different and all computers, laptops, and tablets are different, it is important to make sure that all tools and media are compatible with most systems, especially the standards and formats. Courses can and should use a variety of media but should always ensure that they are accessible cross-platform, on mobile devices and available either through downloads or streaming.

For Instance, Not all students are familiar or have experience with ProctorU. Providing some quick tips or essential steps is paramount to their success.

# 6 Things You Must Do **YOUR** **BEFORE** **EXAM**



## 1 SIGN UP EARLY

During the first week of classes, schedule appointments for all your exams.



## 2 CHECK YOUR **WEBCAM & MICROPHONE**

Make sure your equipment meets ProctorU's technical requirements at <https://www.proctoru.com/portal/ufl/techspecs>

Note: Tablets are not sufficient for taking a proctored exam.



## 3 GET GOOGLE CHROME

Google Chrome is the only supported browser.



## 4 USE A WIRED CONNECTION

You may experience difficulties in the stability of your internet connection, even with the best wireless connection - the extra load of the proctoring software will slow things down and make it difficult for images and charts to load and to save the answers to your questions. If you do not have an Ethernet cable, buy one and learn how to use it before your first exam.

 **#1 problem  
for testers**



## 5 TEST YOUR SYSTEM

Go to <http://www.proctoru.com/testitout> the day before or the day of your exam. Test your system in the same environment in which you'll be testing. Take the extra step to connect with a live proctor.



## 6 FIND A QUIET, PRIVATE LOCATION

Not in a coffee house, not in a car, not on an airplane. Take your exam at home, a library or any place where you will be uninterrupted.



Providing students with the needed guides and tutorials will save time, effort and frustration during the semester by offering them the tools they need before they even realize they needed them!