

SUL ROSS STATE UNIVERSITY

A Member of the Texas State University System

SRSU Policy Name: Web-Course Design and Technical Support Services

SRSU Policy ID: FH 3.04

Policy Reviewed by: Executive Vice President and Provost

Approval Authority: President of the University

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Next Review Date: March 8, 2022

Sul Ross State University offers a variety of services to faculty for online course development and support. Through multiple Title V grants on campus and OIT services faculty have access to hardware, software, and instructional design services.

I. Hardware

The Title V grants have purchased hardware to aid in the development of online courses. Interested faculty or any faculty member assigned an online course should check with his or her department chair to see if any of this equipment is available to him or to her. Examples of the types of equipment that might be available include the following:

- webcams
- camcorders
- digital voice recorders
- headsets with microphones
- laptops for checkout

II. Software

Sul Ross State University uses Blackboard 9 as the course management system. Each faculty member automatically gains access to Blackboard shells (created for all courses) once he or she is assigned as the instructor of record in the Banner system. Faculty requiring assistance with access, course development, or instructional design should refer to the [Blackboard login page](#) for technical support contact information. The [Academic Technology Orientation Manual](#) is also located on that page.

In addition, Sul Ross has purchased site licenses for software to aid in the development of online courses. Faculty members should check with their department chairs or the Lobo

Technology Assistance Center (LTAC) (432-837-8888; Toll Free 1-888-837-2882) to see which of the following software programs are available to them:

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Adobe Creative Cloud includes Photoshop, Dreamweaver, InDesign, Fireworks, Flash, Acrobat Professional, and a few others. Faculty members may call LTAC to have this installed on their work computers.

Blackboard Collaborate web-conferencing / lecture-capture software allows an instructor to connect through the web in real time with students and/or record a lecture to be streamed later to the students. This software is available in every course in Blackboard. For assistance faculty members should contact the Faculty Technology Zone (432-837-8523).

Office 365 / The full suite of Office 365 applications are now available for FREE download by active students, staff, and faculty. The MS Office 365 suite offered through SRSU includes the following: Word, Excel, PowerPoint, Outlook, OneNote, Access, Publisher. With Office 365 Online Apps faculty members get up to 1 TB of cloud-based storage using their personal OneDrive application.

Respondus is a program that facilitates adding exams and quizzes to a Blackboard course. For assistance faculty members should contact the Faculty Technology Zone (432-837-8523).

Instructional Design Services

Instructional designers consult with faculty on the best practices for online courses and also respond to technical questions. Faculty workshops are held every semester, and online course-development resources are also available. Topics vary, but specific, one-on-one help is available by calling the Faculty Technology Zone (432-837-8523) or the Lobo Technology Assistance Center (LTAC) helpdesk (432-837-8888; Toll Free 1-888-837-2882).