Services

The Office of Online Learning offers a variety of services for faculty teaching & learning needs, including **instructional technology training, accessibility advising**, and **instructional design and Quality Matters consultations**. Call or email us to set up a consultation appointment.

Visit our [website](http://www.mnstate.edu/instructional-technology) and [blog](http://collaborate.mnstate.edu/public/blogs/itsblog) for information on technology as it relates to teaching and learning as well as course design resources. The blog is used as a communication tool for **announcements** and helpful **tips and tricks**. We also highly recommend subscribing to [Dragon Digest](https://news.mnstate.edu/dragondigest/), an email distributed once a day of campus-related announcements. Our team frequently uses Dragon Digest to share announcements.

If you run into **technical problems**, you can create a help ticket by sending an email to **support@mnstate.edu**. The IT Helpdesk will triage these tickets and if they are unable to address the issue, they will route them to the appropriate support unit within IT or to the Office of Online Learning.

**Web Site:** www.mnstate.edu/instructional-technology  
**Blog:** http://collaborate.mnstate.edu/public/blogs/itsblog  
**Email:** support@mnstate.edu  
**Phone:** 218.477.2603 (option 3 for Online learning)

Supported Technologies

The Office of Online Learning supports a core set of instructional technologies. Many of these tech tools require accounts to be created for you or downloading of the application to your local computer. **Tutorials** and **request forms** are located on the “**Technology Tools**” pages on the left menu of the Office of Online Learning website.

- **D2L Brightspace** – *learning management system*
  - Platform for online and hybrid courses, as well as a tool to enhance the delivery of face-to-face courses.
  - All courses (face-to-face and online) are required to have an online presence per the [Course Online Presence Policy](https://www.mnstate.edu/policies/courseonlinepresencepolicy.aspx)
  - Course shells are automatically created approx. 3 weeks prior to semester start. You can request your course shells earlier if you are listed as the Instructor of Record: [https://my.mnstate.edu/ITS/Forms/RequestD2LShell](https://my.mnstate.edu/ITS/Forms/RequestD2LShell)
  - **D2L Brightspace Help**: https://www.mnstate.edu/instructional-technology/desire2learn/#tabs-3
  - **D2L Brightspace Login**: https://mnstate.learn.minnstate.edu/

- **Kaltura MediaSpace** – *media streaming and video / screen capture software*
  - Cloud based web service that allows for the upload and streaming of audio / video files; also allows for video and screen capture through the web or their downloadable recorder. All Minnesota State faculty & students are given accounts accessible with StarID login.
  - **Kaltura MediaSpace Login**: https://mediaspace.mnstate.edu/
• **Zoom – web conferencing software**
  - Web conferencing software allows faculty & students to conduct synchronous online meetings/discussions using audio, video, screen sharing, whiteboards, and breakout rooms. All Minnesota State faculty & students accounts are accessible with StarID login.
  - Zoom Help:
    - Request Assistance 24 x7: https://support.zoom.us/hc/en-us/articles/201362003
    - Zoom Help Center (written tutorials): https://support.zoom.us/hc/en-us/categories/201146643
    - Zoom Video Tutorials: https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials
  - Zoom Login: https://minnstate.zoom.us/

• **Qualtrics – online survey software**
  - Online surveys can be used for end of semester course evaluations and for research purposes (following IRB protocol). Establish your account by logging in with your StarID and password.
  - Qualtrics Help: email support@mnstate.edu
  - Qualtrics Login: https://mnstate.qualtrics.com

• **Respondus – quiz creation software**
  - A tool that allows you to create web-based quizzes and exams and upload them to your course in D2L Brightspace. Requires software installation on your PC computer (Mac not available).
  - Respondus Help: https://www.mnstate.edu/instructional-technology/respondus.aspx
  - Respondus Download: Request download file via email to support@mnstate.edu.

**Course Design Resources**
The Office of Online Learning supports instructional and course design through consultation, training opportunities, and via thoughtfully developed online resources.

- The **Instructor’s Guide to Course Development & Facilitation** is intended to help faculty conceptualize, plan, and design courses following instructional design principles: https://bit.ly/2RAhyDk
- Additional **instructional design resources**, such as sample syllabi, course maps, and various checklists, are also available online: https://www.mnstate.edu/instructional-technology/teaching-learning-resources.aspx
- We are committed to ensuring all learners can be successful in their academic courses by supporting **accessible course design**. Resources and consultations are available: https://www.mnstate.edu/instructional-technology/accessibility.aspx
- The **eLearning Acumen** is a newsletter published by the Office of Online Learning 2-3 times per year. Past issues: https://www.mnstate.edu/instructional-technology/teaching-learning-resources.aspx#eLearningACUMEN

**IT Resources to Note**
For assistance with your IT needs, such as computer updates or questions about wireless, please contact IT. You may reach the IT Helpdesk via email (support@mnstate.edu), phone (218.477.2603) or drop-in (Livingston Lord Library 122).

- **IT Help Desk**: http://www.mnstate.edu/helpdesk/
- **Office 365** (online access to Microsoft Office and cloud storage): https://www.mnstate.edu/it/office365/
- **Lynda.com Online Training Library**: http://www.mnstate.edu/helpdesk/lynda.aspx
- **Tools4School**: http://www.mnstate.edu/it/tools4school/