Help Desk Support Hours

<table>
<thead>
<tr>
<th>Days</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday-Thursday</td>
<td>8:00am-8:30pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8:00am-6:00pm</td>
</tr>
<tr>
<td>Saturday-Sunday</td>
<td>11:00am-4:00pm</td>
</tr>
</tbody>
</table>

*hours may change during holidays

Help Desk Ext 7370
Emergency Lab Support Ext 6111
E-mail helpdesk@cambriancollege.ca

Have any questions? contact us at helpdesk@cambriancollege.ca
**Troubleshooting**

Should any hardware or software issues occur, please contact the virtual control room at extension 6161.

**Welcome**

Cambrian College recognizes the variety of teaching methods and flexible delivery alternatives required by today’s student. The college has updated and created virtual classrooms for academic delivery. These classrooms provide a rich, interactive learning environment for students. Flexible learning opportunities will be realized through a variety of delivery options, including remote synchronous delivery and/or lecture capture for asynchronous delivery. This handbook is your guide to navigating the virtual classroom. Virtual delivery is just one of many services supported by the Information Technology (IT) department.

*Have any questions? contact us at helpdesk@cambriancollege.ca*
TABLE OF CONTENTS

Purpose ........................................................................... 1
Room Features ................................................................. 2
  Projectors ................................................................. 3
    Main Projector .................................................... 3
    Interactive Projector .......................................... 3
    Rear Projector .................................................... 3
  Whiteboard ............................................................ 5
  Interactive Monitor .................................................... 5
  Cameras ..................................................................... 6
    Recording Cameras .................................................... 6
    Document Cameras .................................................... 6
  Breakout Room Microphones and Headsets ................. 7
  Amplifiers and Speakers ............................................. 7
  DVD players ............................................................. 8
  Conferencing Software (Lync) ...................................... 8
Uses of Virtual Classrooms .............................................. 9
  Lecture Capture ....................................................... 9
  Virtual Delivery ........................................................ 9
Preparing Your Virtual Classroom .................................... 10
  Lecture Checklist ...................................................... 10
  Testing the Setups ........................................................ 10
    Configure Video and Audio Sources .......................... 10
  Prepare Your Students ............................................... 12
    Distributing Student Information Packets .................. 12
    Remote Learners .................................................... 13
  Prepare Your Materials for Sharing .............................. 13
    Moodle .................................................................. 13
    Academic Shares .................................................... 14
Lync ........................................................................... 15
Class Recordings ............................................................. 15
  Recording of Classes: ............................................... 15

To add voice or video, in the conversation window, do any of the following:

- To add voice, click Call.
- To add video, click Video to add video.

To invite others, in the conversation window, click the arrow to the right of People Options, and then select the contacts that you want to invite.

To share your desktop or a program, in the conversation window, click the Share menu, and then select your desktop, monitor, or a program to share.

  5. In the Language list, click your preferred language, type your username and password, and then click Sign In.

  6. On the Create New PIN page, click PIN or Change PIN, type a number that meets the PIN requirements in the PIN text box, and then retype your new PIN in the Confirm PIN box.

Have any questions? contact us at helpdesk@cambriancollege.ca
To start a group conversation from the Contacts list:

1. Hold down the Ctrl key, and click each contact that you want to invite.
2. Right-click the last contact, and then click Send an Instant Message.
3. Type your message in the message input area, and then press Enter.
4. To start a group conversation from a conversation window:
   - Click the People Options menu, click Invite by Name or Phone Number, and then select the contacts that you want to invite.

Enhance your IM conversations

With Lync 2010, you can add communication modes to your IM conversation. For example, you can start an IM conversation with a single contact, add more contacts, and then add audio and video. If you need to share documents or slides, you can share your desktop.
• You can also add contacts to the meeting by dragging the contact from the Contacts list into the conversation window.

Join a schedule online meeting

In the Outlook meeting request, click Join online meeting or click the meeting link.

Start a group IM conversation

You can start a group instant messaging (IM) conversation by selecting multiple contacts or a contact group from your Contacts list, or you can turn an IM conversation with one person into a group conversation.
2. In the Online Meeting Options dialog box:
   - To control meeting access and presenter options, click Access and Presenters.
   - To customize dial-in information, click Audio and Phone.

**Meet now**

With the Meet Now option, you can quickly start a meeting or conference call with people inside or outside your organization.

1. In the Lync main window, click the arrow to the right of the Options button, and then click Meet Now.

2. In the conversation window, do any of the following:
   - To invite someone inside your organization, click the People Options menu, click Invite by Name or Phone Number, and then select a contact.
   - To invite someone outside your organization by email, click the People Options menu, and then click Invite by Email. An email message opens in Outlook. (If you do not have Outlook, copy the invitation text, and paste it into your email program.)

**Purpose**

This handbook will:

- introduce faculty to the use of new and upgraded technologies
- update older delivery formats and methods with the use of newer technologies
- give faculty an overview of new technologies for use in a traditional classroom setting
- describe alternatives and flexible modes of delivery for faculty to reach students who are not able to be physically in a classroom
- provide faculty with assistance troubleshooting within the virtual classroom setting

Have any questions? contact us at helpdesk@cambriancollege.ca
Room Features

Virtual classrooms are scheduled computer labs or classrooms that are equipped with enhanced Audio Visual (A/V) presentation equipment. Equipment provided includes interactive projectors, computers, mixer-amps, ceiling speakers, and supporting cameras and microphones for remote delivery and lecture capture.

Conferencing Quick Reference

Schedule an online meeting

You can schedule Microsoft® Lync™ 2010 meetings and conference calls from Microsoft® Outlook®. One meeting request is used for both purposes.

1. Open your Outlook Calendar.
2. On the Home tab, click New Online Meeting (in Microsoft Outlook 2010).

A new meeting request opens, to which you add recipients, a subject line, and other meeting details.

Set meeting options

The meeting request contains the dial-in information that the participant can use to join the audio part of the meeting or conference call. During the Lync meeting, dial-in information is available in the Invite by Phone dialog box (click the People Options menu, and then click Invite by Phone).

You can customize the dial-in information in the Outlook meeting request. You can also customize access and presenters.

1. In the meeting request, on the Meeting tab, click Meeting Options.

Have any questions? contact us at helpdesk@cambriancollege.ca
Add video

If you have a webcam set up, you can choose to allow your contact to see you during your conversation.

To add video to your IM conversation or audio call, click Video in the conversation window. If you accept someone’s incoming video call, they won’t see you until you add video from your side of the conversation.

Projectors

Projectors are output devices typically used to view a presentation or video.

Main Projector

The main projector is set up to provide a view of the instructor’s desktop to students in order to present or view content.

Interactive Projector

The interactive projector is used with interactive software tools, and can be used by the instructor much like blackboards, whiteboards and overhead projectors. This projector display is duplicated to the main projector.

Rear Projector

The rear projector is used to provide the instructor with a view of the remote students.
Interactive Pen and Software

An interactive pen can be used with the interactive projector software (Interactive Tool Set) to simulate markers on a whiteboard, chalk on a chalkboard, or markers on overhead transparencies.

The interactive tool set can be accessed by double clicking the Easy Interactive Tool icon. This will start the Interactive Tool menu bar, which may be located on either side of the primary display.

Invite other people to the conversation

1. In the conversation window, click the People Options menu.
2. Click Invite by Name or Phone Number, click the contact you want or search for that person, and then click OK.

If someone is available only by phone, click Invite by phone, and then type the phone number. You can also drag contacts from your Contacts list into the conversation window.

Add voice to an IM conversation

You can add voice to an instant messaging (IM) conversation by just clicking the Call button. You can continue to type while talking.

Use the call controls

- To put the call on hold, click Hold.
- To send the call to another phone or to merge the call with another conversation, click Transfer.
- When you're finished, just click End Call.

Have any questions? contact us at helpdesk@cambriancollege.ca
Start a conference call
To select multiple contacts, press and hold the Ctrl key, and click the contacts you want. Then right-click a selected contact, and click Start a Conference Call.

Answer a call
When a call alert appears on your screen, do one of the following:
- To answer the call, click the alert.
- To send the call to voice mail, click Decline.
- To redirect the call to a different number, click Redirect, and then select a number.

Whiteboard
Standard whiteboards are installed as screens for the interactive projectors. A standard motorized projector screen is installed for the main projector.

Interactive Monitor
The monitor on the podium includes touchscreen capabilities. The same features accessed with the interactive pen on the whiteboard can be achieved by touching your finger on the monitor. Interactive monitors are only available in the 3400 wing.

Have any questions? contact us at helpdesk@cambriancollege.ca
Cameras

There are two cameras set up in each classroom. The recording camera and the document camera.

Recording Cameras

Recording cameras are set up to view the front of the room. They allow the instructor to be visible to the remote students. The video captured by the recording camera can be saved to a file for future viewing. (see Class Recordings)

Document Cameras

Document cameras replace transparency projectors and can be used to display transparencies, printed documents and 3D objects. On the next page, is a screenshot of the interactive tool menu bar showing the button used to activate the camera.

Find the right person

Just start typing a person’s name in the search box, and results will appear below the box. If you see who you’re looking for, double-click to send an instant message. Right-click the person’s name if you want to add him or her to your Contacts list.

Make a voice call

You can start a phone call with one simple click.

1. Point to the contact in your Contacts list.
2. Click the Call button. (Or click the arrow next to it, and then click the specific number you want. You can also add a new number.)
Voice and Video Quick Reference

Set up your audio devices
If you have a microphone and speakers, you’re ready to use Microsoft® Lync™ 2010 for voice calls. You can also plug in any device recommended by your company, such as a USB headset, USB phone, or handset, and Lync 2010 will automatically configure your settings. To check your audio settings, click the Options button, and then click Audio Device.

For information about the phones and devices supported by Lync, see Phones and Devices Qualified for Microsoft Lync at http://go.microsoft.com/fwlink/?LinkId=214003.

Plug in a webcam
When you connect a webcam to your computer, Lync automatically detects it and uses it for your next video call. To see your webcam settings, click the Options button, and then click Video Device.

VC Room Microphones and Lapel Mics
All virtual classrooms are equipped with in-room microphones to allow in-class students to interact with remote students. Faculty are provided, if they wish one, lapel microphones which are available for pickup in room 3410.

Breakout Room Microphones and Headsets
Microphones and headsets will be provided to students for use in breakout rooms allowing remote students to be integrated into project work.

Amplifiers and Speakers
The virtual classrooms have a speaker system to facilitate the audio needs for presentations and recordings.

Have any questions? contact us at helpdesk@cambriancollege.ca
DVD players

DVD players are built into the computer if required. If a full DVD unit is needed, one can be signed out through the Library and Learning Commons, or through a virtual technician located in room 3410.

Conferencing Software (Lync)

Computer based conferencing services are available for virtual classrooms. Online conferencing and collaboration can be accomplished using Microsoft Lync. Lync is a collaboration platform that provides the ability for instant messaging, file sharing and participation in both audio and video conferencing. More information about using Lync for conferencing, presentations and meetings can be attained at the Information Technology Help Desk.

Give control of your desktop to others

When you start sharing your desktop or a program, you’re the only one in control. When you’re ready, you can allow others to use their own mouse and keyboard to navigate and make changes on your computer.

1. On the sharing bar at the top of the screen, click Give Control.
2. Click Automatically accept control requests, or click the name of an individual under Attendees.

Take back control

1. To take back control of your desktop, monitor, or program:
2. Click Give Control. If Automatically accept control requests is selected, click it to clear it. To take back control from an individual, click Take Back Control.

Know if you’re sharing or presenting

Whenever you’re actively sharing or presenting, a bar is shown at the top of the window that reads You are sharing.

Stop sharing

To end a sharing session or presentation, click Stop Sharing.

Have any questions? contact us at helpdesk@cambriancollege.ca
**Conduct a poll**

Polling allows you to quickly gather information or compile the preferences of participants. A poll in Lync consists of one question and up to seven possible choices.

A session can contain many polls, but only one poll at a time can appear on the sharing stage, visible to all session participants. Only presenters can create and manage polls. If you are not already a presenter, the organizer or another presenter can make you one.

1. In the meeting window, click the Share menu, and then click New Poll.

2. In the Create a Poll dialog box, type a name for your poll, your question, and two or more possible answers.

3. Click OK.

If no one else in the meeting is sharing, your poll appears immediately to everyone in the session with the words Polls are open at the bottom of the stage. If other sharing is taking place, you have the option to share your poll immediately, which would end the current sharing session, or save your poll in the content bin for later.

When polling is complete, save the poll results by clicking Save poll at the bottom of the sharing stage, and then click Close the poll.

**Uses of Virtual Classrooms**

**Lecture Capture**

A combination of audio /visual equipment and Lync can be used to record a classroom session. Session recordings can be published to your Moodle course shell.

**Virtual Delivery**

Virtual delivery allows students to remotely attend class and participate in class discussions. The session can also be recorded through the use of the audio / visual equipment and Lync.
Preparing Your Virtual Classroom

Preparing the virtual classroom technology is critical to ensure smooth delivery. It is important that you understand what is needed for your delivery method.

Lecture Checklist
1. Log into the Computer
2. Open Microsoft Lync
3. Click the “Join Meeting Now” link in your calendar appointment
4. Add your video
5. Share your Desktop
6. If you choose, “Start Recording”
7. Start your lecture
8. When lecture is finished, “Stop Recording”
9. Log off as normal

Testing your setup will be required once each semester in each of the classrooms you are scheduled in.

Testing the Setups

Configure Video and Audio Sources

Double-click the Lync icon to start the software used to include remote learners and to record classroom lectures.

Transfer a file

- From a Windows folder, drag the file that you want to send, and drop it into a conversation window or onto a contact in your Contacts list. When you drop the file, a file transfer invitation is sent to the recipient. You will receive notification when the transfer is complete or declined.

Attach a file to a Class

You can share a file with multiple people in a group conversation, class, or conference call, but you don’t send it in the same way that you transfer a file to an individual contact. Instead, you add attachments to the meeting that other participants can download and view.

1. In the conversation window, click the Add or view Attachments button to upload a file.
2. In the Attachments dialog box, click Add Attachments.
3. Select the file that you want to add, and then click Upload.

Have any questions? contact us at helpdesk@cambriancollege.ca
Share a PowerPoint presentation
To give a presentation during a Lync meeting or IM conversation:

1. In the conversation window, click the Share menu, and then click PowerPoint Presentation.
2. In the Share PowerPoint dialog box, double-click the PowerPoint presentation that you want to share. When the content is prepared for presentation and uploaded, the other participants will be able to see your presentation. You can make annotations on the presentation using the annotation tools at the lower left of the presentation.

Create a whiteboard
The whiteboard is a fresh page for notes and drawings that everyone in the meeting can use together.

1. In the conversation window, click the Share menu, and then click New Whiteboard.
2. To start writing or drawing on the whiteboard, use the annotation tools at the lower left of the whiteboard.

Click the settings icon to open the options menu:

From the options menu, select Audio Device. The speaker and the microphone should be set to Realtek High Definition Audio.

Click the “Check Call Quality” button to initiate the call quality test. You will hear a verbal prompt asking you to record a short message after the tone. Record a message, then wait to hear how your recording sounds when played back. If you are satisfied with the recording, your audio device is configured correctly. If not, check your audio device settings and equipment. Restart the test.

Have any questions? contact us at helpdesk@cambriancollege.ca
Next, select the Video Device option, listed below the Audio Device option. This device should list the webcam “Blackmagic WDM Capture” as your default for video calls.

Prepare Your Students

**Distributing Student Information Packets**
Information packets detailing remote learner setups, troubleshooting and support information will be published to the Moodle shell.

Sharing and Collaboration Quick Reference

During a Microsoft® Lync™ 2010 meeting or instant messaging (IM) conversation, you can share your desktop or a program, give Microsoft® PowerPoint® presentations, or collaborate on a virtual whiteboard.

**Share your desktop**

1. Open Lync 2010, and, in your Contacts list, double-click a contact.
2. When the conversation window opens, click Share.
3. If you have more than one monitor, click the one you want to share.

**Share a program**

1. In the conversation window, click Share, and then click Program.
2. In the Share Programs dialog box, click the program you want to share, and then click Share.
**Processing of Class Recordings:**  
IT will process the recordings at the end of each class and, when available for distribution, will email a link to the faculty for the faculty member to post onto Moodle. If training is required for this process, please contact the Help Desk.

**Remote Learners**  
Please contact the Information Technology Help Desk if you need further assistance in preparing your remote learners for learning in virtual classrooms.

**Prepare Your Materials for Sharing**  
Cambrian provides multiple resources to faculty for sharing course materials with students.

**Moodle**  
Moodle is a web-based Learning Management System (LMS) that provides a platform for the creation of online learning and collaboration environments. It can be used for 100% online delivery, or as a supplement for face-to-face courses.

Moodle provides features for submitting assignments, electronic testing, grade books, assignment organization management, various communication tools, student tracking, statistics and reporting.

Faculty requiring assistance understanding the features of Moodle, or any other eLearning design question, can log a request through the Help Desk at extension 7370 or by emailing helpdesk@cambriancollege.ca. This will ensure support through an eLearning specialist.

Have any questions? contact us at helpdesk@cambriancollege.ca
**Academic Shares**

Cambrian currently provides faculty with multiple paths to networked storage, such as the L Drive. Cambrian’s academic shares provide faculty the ability to share documents and files with other faculty, as well as the student drop boxes allowing the students to “hand in” their electronic work. The table below describes the available resources.

<table>
<thead>
<tr>
<th>Resources</th>
<th>Purpose</th>
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<tbody>
<tr>
<td>Academic Folders</td>
<td>Shared folders that may be used to provide students with academic resources and materials. This folder is organized by faculty name.</td>
</tr>
<tr>
<td>Drop Boxes</td>
<td>Folders that allow students to drop off assignments. Students may drop files into a drop box but cannot retrieve or modify files once they are dropped off.</td>
</tr>
<tr>
<td>Student Projects</td>
<td>Shared folder that students can use for collaborative workspaces when working on group projects.</td>
</tr>
</tbody>
</table>

**Lync**

**Class Recordings**

**Recording of Classes:**

The Information Technology (IT) department assists with recording your virtual classes. You have two (2) options for recording:

**Option 1:**

IT will:
- initiate recordings
- end recordings, and
- process the recordings.

If you wish to pause a recording, or resume a paused recording, you must call the virtual control room at extension 6161 and notify the technician of your course code and room number.

**Option 2:**

Faculty will:
- initiate recordings
- stop recordings, and
- inform IT to process the recordings.

If you select this option, it is imperative that you “deselect” the “Publish” button when you stop the recording. You can pause and restart the recordings any time without notifying the virtual control room.

You must notify the Help Desk via an email prior to the start of the current term if you wish to exercise this option.

Have any questions? contact us at helpdesk@cambriancollege.ca