

# TSUS Shared Services Partnership

Sul Ross State University and Sam Houston State University

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## SRSU Office of Academic Affairs Summer 2020 Virtual Brown Bag Event

**WHAT:** Fall 2020: Teaching with Technology at SRSU Update

**WHEN:** Thursday, July 23rd, 2020 from Noon to 12:45 p.m.



# TSUS Shared Services Partnership

Sul Ross State University and Sam Houston State University

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Welcome & Opening

SRSU Team Blackboard: Tim Parsons & Estella Vega

TSUS Partnership website: <https://srinfo.sulross.edu/tsus-shared-services-partnership/>



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## SHSU Online Team

**Dr. Bill Angrove** - Associate Vice President for Distance Learning

**Dr. Ruth Chisum** - Executive Director for Online Operations

**Ray Scheel** - Assistant Director for Course Development

**Thomas Sosebee** - Assistant Director for Course Development

**Jacob Spradlin** - Associate Director for Instructional Technology Support Services

**Ricki Lee Hodges Neri** - Blackboard Administrator

**Daniel Walker** - Assistant Director, Online Support Services



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## What is Shared Services?

- Institutional partnership project
- Collaboration among TSUS schools to pool resources
- An initiative to share services and resources in support of improving and expanding quality online education within the Texas State University System



# History of TSUS Shared Services

## Background – LIT Enters TSUS Shared Services Partnership

In 2018-2019 **Lamar Institute of Technology** entered into the shared services partnership with SHSU. Since that time the online faculty have been benefiting greatly from access to a team of Instructional Designers to aid in their course development, as well as resources previously unavailable to a smaller college such as **advanced Blackboard components** that promote a richer DE learning experience and online community, **system-wide software licenses**, and a **24x7 Blackboard Support helpdesk** for LIT staff and students.



**TSUS/SHSU Shared Services  
Blackboard Environment**

# SRSU Enters TSUS Partnership

## **TSUS/SHSU Shared Services Blackboard Environment**



SRSU signed a Memorandum of Understanding (MOU) with Sam Houston State University in early 2020 agreeing to be the second TSUS system school to collaborate with SHSU in a shared services partnership. The stated objective of this initiative is to share resources in support of improving and expanding quality online education within the Texas State University System.

# Two Phases of Partnership Benefits

## **PHASE 1**

- Support/Training Benefits of Partnership for SRSU

## **PHASE 2**

- Shared Services Benefits of Partnership for SRSU



# Phase 1 – Support & Training

With the addition of the SHSU Partnership, our SRSU online faculty and students will gain the following added support services & training resources.

**(1) Access to all Blackboard boot camps, conferences, webinars, etc. developed and offered by the SHSU Online campus**

- Beginning on March 23rd, SHSU Online began offering SRSU faculty a schedule of weekly online training webinars.
- Over the summer, SHSU Online Instructional Designers have worked with 30 SRSU faculty in an SHSU Online Teaching Certification program.

**(2) SHSU will hire an Instructional Designer who will be dedicated to supporting SRSU faculty**

- Our SRSU Instructional Designer has been hired and will soon begin working directly with SRSU faculty to help them prepare their fall 2020 Blackboard courses. **WELCOME Jorge Luna!**



Jorge Luna  
*Instructional Designer*  
Sul Ross State University  
✉ [jil092@shsu.edu](mailto:jil092@shsu.edu)



# Phase 1 – Support & Training

With the addition of the SHSU Partnership, our SRSU online faculty and students will gain the following added support services & training resources.

## **(3) 24 x 7 Blackboard Support hotline for SRSU Faculty & Students**

- SRSU 24x7 Blackboard Online Support Desk and toll free hotline launched on May 18th.

### Who should I contact?

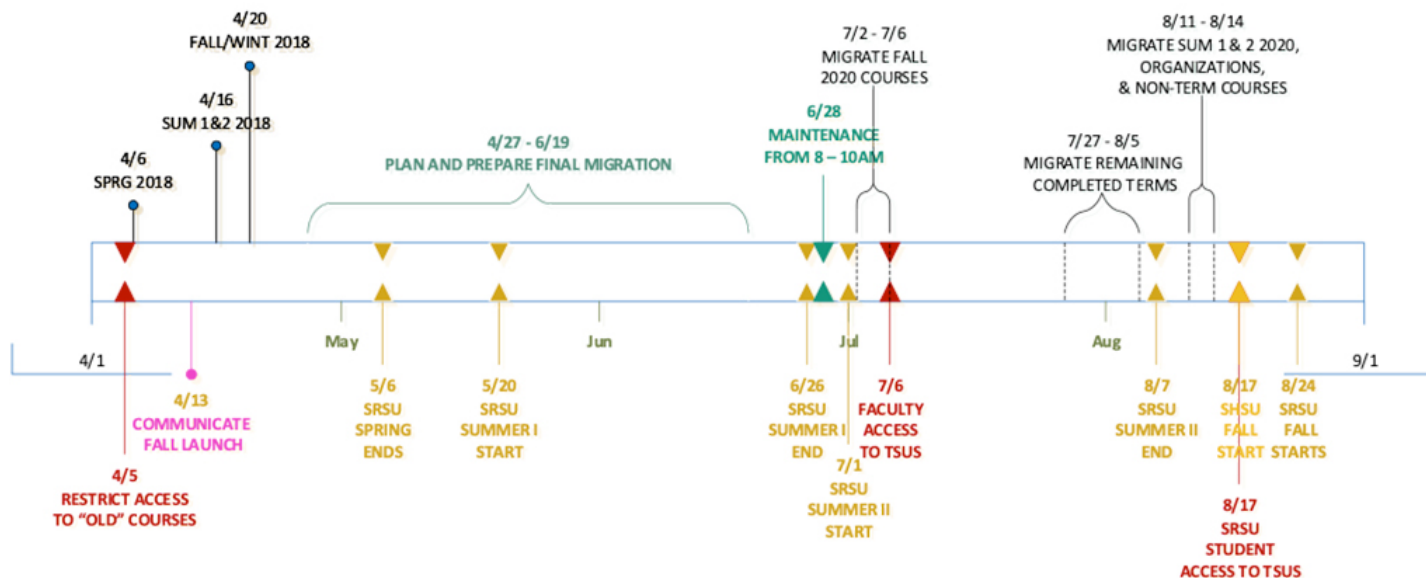
<p><b>Online Support Desk</b></p> <p>☎ 888.837.6055 ✉ <a href="mailto:blackboardsupport@sulross.edu">blackboardsupport@sulross.edu</a></p> <p><b>Available: 24/7</b></p> <ul style="list-style-type: none"><li>• Logging into Blackboard</li><li>• Questions about Blackboard tools/software</li><li>• Trouble with tests/quizzes/assignments</li><li>• Error messages on Blackboard</li><li>• Online course video problems</li></ul>	<p><b>Lobo Technology Assistance Center (LTAC)</b></p> <p>☎ 888.837.2882 ✉ <a href="mailto:techassist@sulross.edu">techassist@sulross.edu</a></p> <p><b>Available: Monday-Friday 8 a.m. - 5 p.m.</b></p> <ul style="list-style-type: none"><li>• Logging into your mySRSU/Banner/SRSU email</li><li>• Campus computer, computer lab, or campus Wi-Fi issues</li><li>• Security concerns with your SRSU or VPN account</li><li>• Questions about Office 365 or OneDrive</li></ul>
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# Phase 2 – Shared Services Benefits

Over the course of the summer, the SHSU Shared Services team will be working to **seamlessly migrate our SRSU Blackboard environment into the TSUS/SHSU shared services Blackboard environment** (with LIT) for fall 2020. Once in this TSUS shared services Blackboard environment, SRSU faculty and students will gain access to resources & tools previously unavailable to us. Here's our full timeline:



# Phase 2 – Shared Services Benefits

Over the course of the summer, the SHSU Shared Services team will be working to **seamlessly migrate our SRSU Blackboard environment into the TSUS/SHSU shared services Blackboard environment** (with LIT) for fall 2020. Once in this TSUS shared services Blackboard environment, SRSU faculty and students will gain access to resources & tools previously unavailable to us.

## **Migration Milestones Broken Out from Full Timeline:**

### **ALREADY MIGRATED:**

- (1)** ALL 2018 Blackboard courses were successfully migrated to the new TSUS Blackboard environment from April 6th through April 20th.
- (2)** All Fall 2020 Blackboard courses were successfully migrated to the new TSUS Blackboard environment from July 2nd through July 5th.

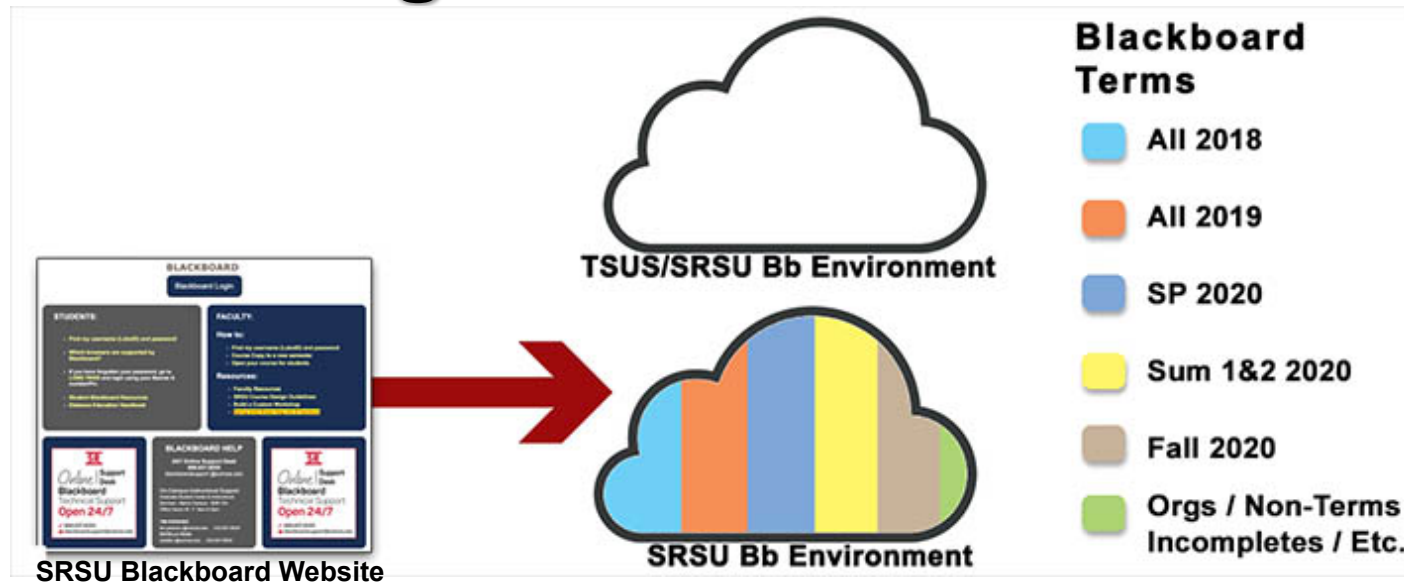
### **MAJOR MILESTONE – EARLY ACCESS FOR SRSU FACULTY TO THEIR FALL 2020 COURSES ON OUR TSUS BLACKBOARD ENVIRONMENT:**

– On July 6th, SRSU faculty were given information for early access to the new TSUS shared services Blackboard environment.

### **NEXT TO BE MIGRATED:**

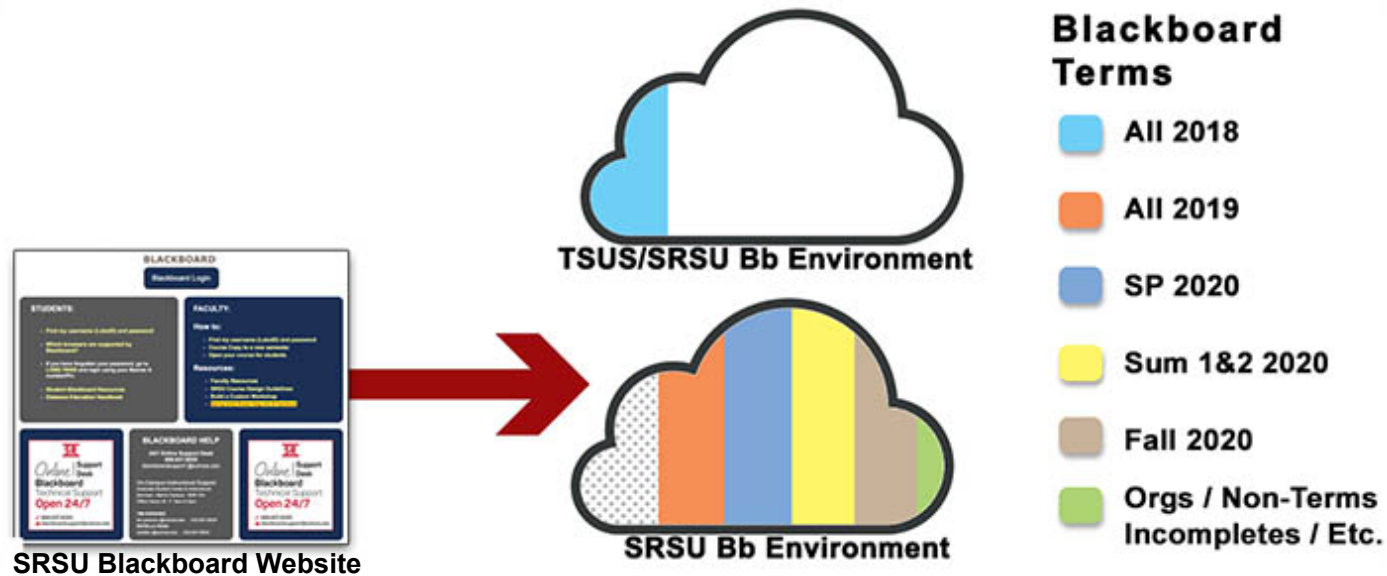
- (3)** All 2019 and Spring 2020 courses to TSUS Blackboard starting at 5pm on July 27<sup>th</sup> through August 5<sup>th</sup>.
- (4)** Migrate SUM I & SUM II 2020 courses, all Organizations, all non-term (custom) courses to TSUS Blackboard: August 11th thru Aug 14<sup>th</sup>.
- (5)** Seamless switchover occurs from SRSU Blackboard environment to TSUS Blackboard environment on August 17<sup>th</sup>. All SRSU Blackboard courses that have not been set to open early in the TSUS Bb environment will automatically open on August 24<sup>th</sup> (first day of SRSU Fall 2020 semester).

# Phase 2 – Migration to TSUS Blackboard



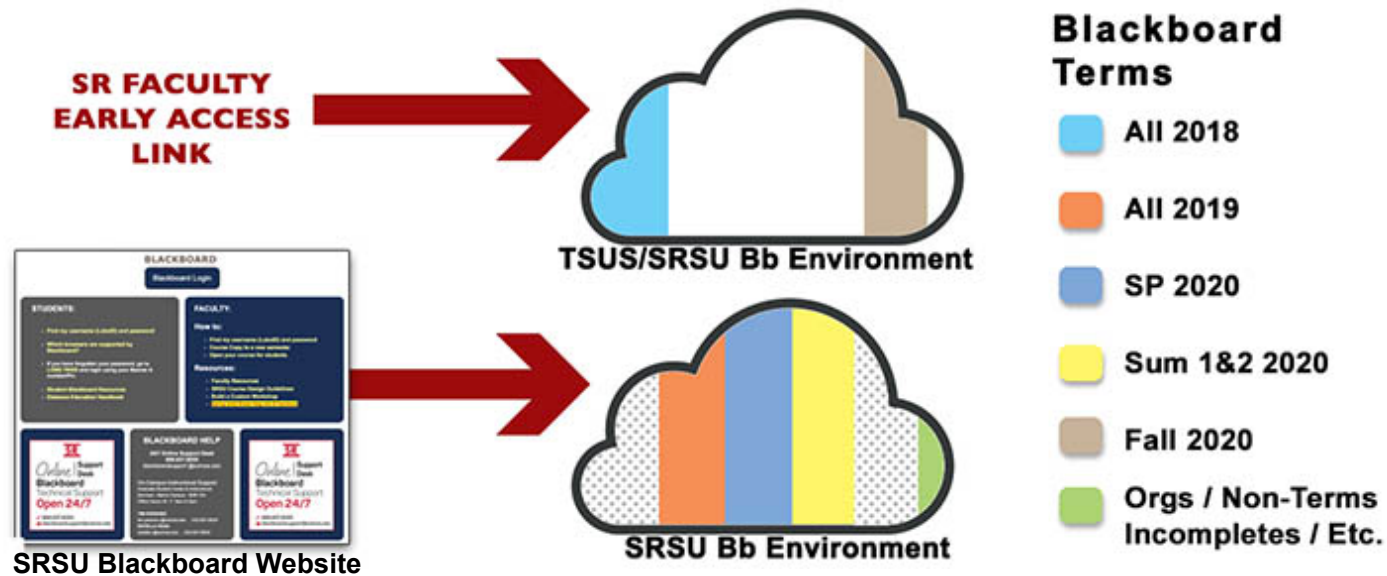
By March 2020, our Blackboard integration/migration specialists, along with the SHSU Online team, had set up our TSUS/SRSU Blackboard environment in preparation for the start of the SRSU Blackboard course migration in April.

# Phase 2 – Migration to TSUS Blackboard



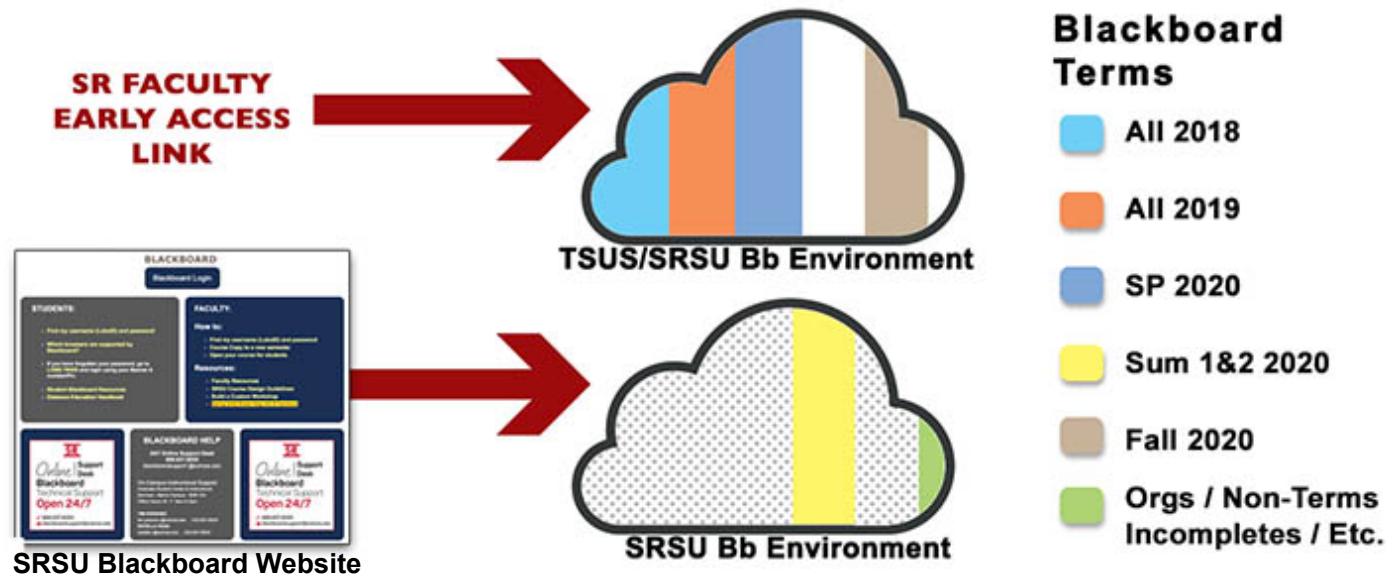
**(1)** ALL 2018 Blackboard courses were successfully migrated to the new TSUS Blackboard environment from April 6th through April 20<sup>th</sup>. As each 2018 term was migrated off the SRSU Blackboard environment to be restored on the TSUS Blackboard environment, they become inaccessible to faculty on SRSU Blackboard.

# Phase 2 – Migration to TSUS Blackboard



**(2)** All Fall 2020 Blackboard courses were successfully migrated to the new TSUS Blackboard environment from July 2nd through July 5<sup>th</sup> (Fall 2020 courses become inaccessible to faculty on SRSU Blackboard). **On July 6<sup>th</sup>, SRSU faculty were given information for early access to the new TSUS shared services Blackboard environment.**

# Phase 2 – Migration to TSUS Blackboard



**(3)** All 2019 and Spring 2020 courses migrated to TSUS Blackboard starting at 5pm on July 27<sup>th</sup> through August 5<sup>th</sup>. From 5pm on July 27<sup>th</sup> onward, all 2019 and Spring 2020 courses will become inaccessible to faculty and students on SRSU Blackboard as they are being restored on the TSUS Blackboard environment.



**at this current point in the SRSU Bb environment to TSUS Bb environment course migration.**

**QUESTION:** I have students making up incompletes in my (Sum 2 2019, Fall 2019, Spring 2020) Blackboard courses, how is this going to work if these courses are moving to the TSUS Blackboard environment after July 27th?

**ANSWER:** A list of all SRSU courses with incompletes from SUM 2 2019 (the earliest valid term for incompletes currently) through Spring 2020 has been provided to our Blackboard migration specialists. These 2019 and spring 2020 courses will be held back from the upcoming 7/27 migration and will continue to be available on the SRSU Bb environment until they are migrated along with the final terms (SUM 1 & 2 2020) to the TSUS Bb environment on Aug 11<sup>th</sup>-14<sup>th</sup>.







**at this current point in the SRSU Bb environment to TSUS Bb environment course migration.**

**QUESTION:** I'd like for my Fall 2020 students to be able to access their Fall courses so they can get their textbook info and syllabus, but how can they do that if the Fall 2020 courses are on the TSUS Blackboard environment?

**ANSWER:** At the moment, to avoid too much student confusion during this migration period, we're only giving access to the TSUS Bb area to SRSU students who have a critical need to access courses early there. For instructors who are only wanting to open courses early on the TSUS Bb area so that students can access textbook or syllabus info, we're asking that you instead send out a "course email" to "All Student Users" from your Fall 2020 TSUS Bb courses with that textbook and syllabus info (enrollments into Fall 2020 courses on the TSUS Bb area are updated daily). Your Fall 2020 course email will still work even if your course is closed.





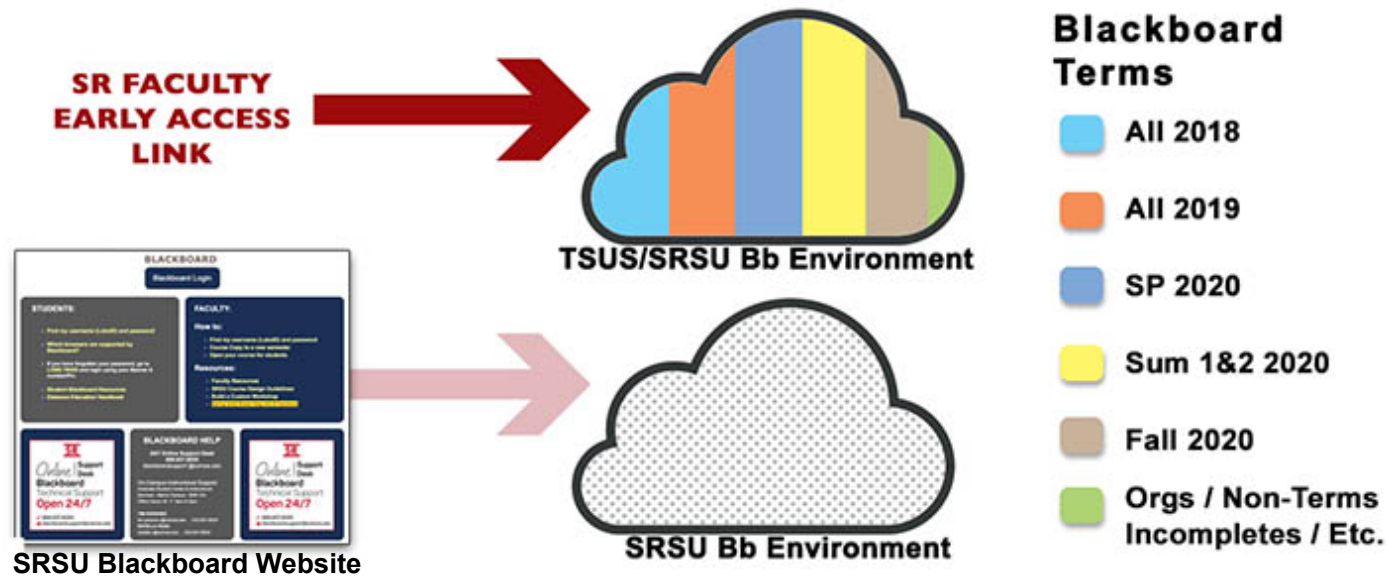
**at this current point in the SRSU Bb environment to TSUS Bb environment course migration.**

**QUESTION:** I build out my Blackboard courses using publishers content (Cengage, Pearson, etc.) that I've always been able to access through SRSU Blackboard. Will I still have this same access in the TSUS Blackboard environment?

**ANSWER:** Ever since the TSUS/SRSU Blackboard environment was set up and prepared earlier in the spring, your SRSU Blackboard support team (Tim and Estella) have been working closely with the TSUS/SHSU team to insure that the unique makeup of our current Blackboard environment, from Building Block features like Safe Assign, Atomic Learning/Hoonuit, and Smarthinking... to all of our integrated publisher content are going to be accounted for, tested in the new environment, and successfully migrated.

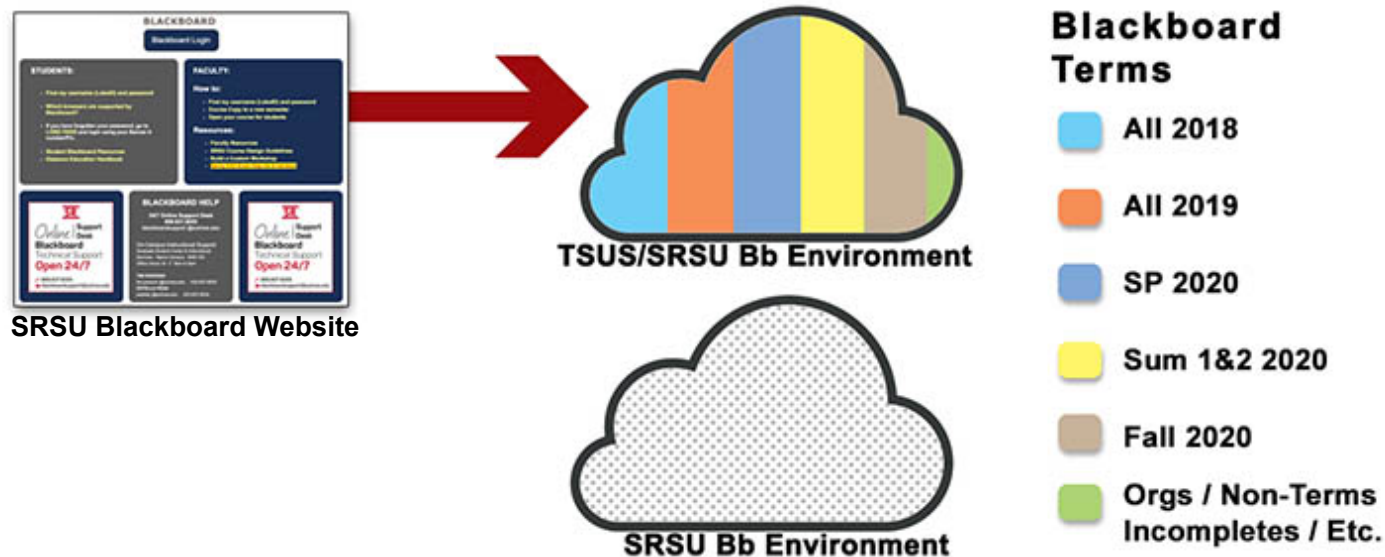


# Phase 2 – Migration to TSUS Blackboard



**(4)** Migration of SUM I & SUM II 2020 courses, all Bb Organization sites, all non-term (custom) courses, and all courses with 2019-2020 incompletes to TSUS Bb environment starting at 5pm on August 11th thru Aug 14<sup>th</sup>. From 5pm on Aug 11<sup>th</sup> onward, all SUM I & SUM II 2020 courses, Orgs, non-term courses, etc. will become inaccessible to faculty & students on SRSU Blackboard as they are being restored on the TSUS Blackboard environment. The SRSU Blackboard website will announce a “Blackboard downtime for maintenance” window during this final migration period (from 5pm on Aug 11<sup>th</sup> thru Sunday Aug 16<sup>th</sup>).

# Phase 2 – Migration to TSUS Blackboard



**(5)** Seamless switchover occurs from SRSU Blackboard environment to TSUS Blackboard environment on **August 17<sup>th</sup>**. On Aug 17<sup>th</sup>, SR faculty will no longer need to use the “early access” link to the TSUS Bb Environment, and SR students will access the TSUS/SRSU Bb environment from the SRSU website. All SRSU Blackboard courses that have not been set to open early in the TSUS Bb environment (such as summer 1 & 2 2020 incompletes) will automatically open on August 24<sup>th</sup> (first day of SRSU Fall semester).

# Benefits of Shared Services for SRSU

Once on the TSUS Shared Services Blackboard environment, SRSU faculty will gain access to resources previously unavailable to us. A few of the new features, tools, and services that will be immediately available to us are:

- **Kaltura Lecture Capture** (a lecture capture solution that is simple, streamlined, and integrated with Blackboard)
- **Respondus LockDown Browser & Monitor** (a test integrity and test proctoring solution integrated with Blackboard)
- **Blackboard Ally** (automatically check for accessibility issues in your Blackboard courses and guides instructors on how to improve accessibility)
- **EesySoft** (communicates on the screen with online faculty/student users and guides them through doing any task or using any feature in their Blackboard environment)
- **SHSU Video Production Unit Expertise**



# Benefits of Shared Services for SRSU

Campus-wide training webinars for SRSU faculty on our new Blackboard tools will be offered by SHSU Online **starting the week of Aug 3rd.**

To be able to start using Kaltura Lecture Capture for your Fall 2020 courses once you've taken an SHSU Online Kaltura Lecture Capture training/webinar, you will need to have it installed on your SRSU desktop or laptop.

**To request having Kaltura or any other webinar associated application installed on your SRSU desktop or laptop, please contact our SRSU OIT Helpdesk (LTAC) by calling 888.837.2882 or email [techassist@sulross.edu](mailto:techassist@sulross.edu) .**





# On NEW Automated Processes

**QUESTION:** Will I still have to “police my Blackboard roster” at the beginning of every semester and manually remove students from my course who have dropped?

**ANSWER:** There are many things that are going to be automated for us from now on as part of the TSUS shared instance of Blackboard. One of them is that students will automatically be removed from your course when they drop (instructors will no longer need to do that themselves). Finally, right? To gain this automation, you no longer have the ability to add or remove users to your courses. Instead, when you need a TA, GA, or additional instructor added (or removed) from one of your courses, you'll email Blackboard support ([blackboardsupport@sulross.edu](mailto:blackboardsupport@sulross.edu)) and they'll do it for you.





# On NEW Automated Processes

**QUESTION:** Will I still need to manually open or close my Blackboard course at the beginning or end of the semester?

**ANSWER:** Another automation happening for SRSU Blackboard is that courses will automatically become available on the first day of the semester and automatically become unavailable two weeks after the end of the semester. That doesn't mean you can't request blackboard support to have your course opened at an earlier date (or closed earlier/later than two weeks out). You absolutely will have that ability...just like adding or removing a TA/GA/etc., it will just be a request you will make to Blackboard Support ([blackboardsupport@sulross.edu](mailto:blackboardsupport@sulross.edu)).



## **TSUS/SHSU Shared Services Blackboard Environment**



**During the course of this migration to the TSUS Bb environment your SRSU Blackboard migration team are working hard to insure that NO INSTRUCTOR, NO COURSE, AND NO CONTENT WILL BE LEFT BEHIND!**

Please spend the next few weeks before the start of the fall semester getting comfortable in our TSUS Blackboard environment and making sure that you're satisfied with the migration of all your courses and all your content.

**Tim, Estella, and your TSUS/SHSU Blackboard support team are here to guide, instruct, and support you with any concerns, needs, or questions.**

**TSUS/SHSU Shared Services Blackboard Environment**



# **SPEAKING OF QUESTIONS?**

If you have any questions, please let us know at:

[blackboardsupport@sulross.edu](mailto:blackboardsupport@sulross.edu)

We will building out an FAQ section on the TSUS Partnership website at:

TSUS Partnership website: <https://srinfo.sulross.edu/tsus-shared-services-partnership/>



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**THANK YOU!**

