

Part-Time Faculty Collaborate Help Desk

These are the main instructional issues addressed by Alzira (Lena) Ruano, Matthew (Matt) Colburn and Carlos M. Molina Rosales, during the second week of working remotely and the approximate time used to address Part Time Faculty questions:

Bb Learn (35 minutes)

- Submitting assignments via Bb Learn
- Converting recording in Bb to MP4
- Sending help video and assisting through required steps

Microsoft Applications (63 minutes)

- Viewing track changes in MS Word.
- Questions about troubleshooting email sent and receive issues.

ZOOM (120 minutes)

- Creating/hosting Zoom meetings.
- Sending an announcement through Bb Learn with link for Zoom meeting.
- Sending email through outlook with link for Zoom meeting and meeting preferences.
- Using different functions in Zoom (screen sharing, managing participants).

Recommendations

This week there was a reduced effort to assist PTF since, we think, their learning process was fast and most of PTF are up to date now regarding ZOOM and Bb Learn and Bb Collaborate Ultra (more user friendly than the prior version). However, we think it is important to continue offering ELITE training sessions on all applications and programs used at MC for remote teaching.

Thank you for the opportunity to collaborate with our colleagues, and to support MC objectives.