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Click on bookmarks to the left for access to specific types of technology-related feedback.
TECHNOLOGY AND LEARNING COMMITTEE (TLC)

MEETING

8 October 2013 from 3 to 4 PM
A232 Gordon Palmer Hall

INVITED

Ainsworth, David; Aldag, Karl; Bailey, Jim; Baker, John; Battles, Jason; Bonizzoni, Marco; Brown, Marcus; Cervino, Donald; Chavira-Trull, Bernadette; DeWitt, Regina T.; Dowling, Rick; Fan, Suhua; Foster, Ivon; Goldstein, Gregory; Greer, Chapman; Hill, Lawrence; Huffaker, Randall; Johnson, Rebecca; Kosiba, Steven; Maki, Kristin; McGowan, John; Michael, Joshua; Mutua, Kagendo; Payne, Nancy; Phillips, Jason; Pionke, Ruth; Powell, Dan; Sackett, Kay; Sellers, Tracie; Silliman, Karen; Staffo, Marilyn; Stevens, Marion; Terry, Teri; Shuttlesworth, Rachel; Walston, Christopher; Welker, Kathleen

NOTES

• Meeting called to order by Chair, Marilyn Staffo.
• Discussion: conflicts among applications installed in classrooms are causing issues.
  o Some applications are shutting down unexpectedly or not functioning as they should. Vendors claim that the issues are caused by conflicts between software tools including, but not limited to Smart Ink, Tegrity, Turning Tech (Powerpoint), regular PowerPoint
  o How can we get data from our faculty about how they use Smart technologies?
  o Is there a tutorial about the Smart Technology?
    ▪ Marilyn Staffo: Yes. It’s on the FRC page.
  o Karen Silliman has volunteered to survey her faculty about how and if they use Smart.
  o Ruth Pionke suggests surveying faculty via Qualtrics about what they would like to use. Things like, "Do you need different colors of ink?" "How do you use Smart Technology?"
  o Marilyn will look for TLC folks who will want to participate in development in the survey.
  o Rebecca and Ruth suggest talking to faculty also.
  o Survey could say something like: "Our Symposiums are dying. We need your feedback on what technology we will use to replace them."
• Ruth Pionke says faculty want a website that will notify them of potential issues. Make it an RSS feed. Rebecca says look at Univ. of Iowa website to see how they do it. Apparently they can select the level of alerts they want.
• Meeting adjourned by Chair, Marilyn Staffo.
• Next meeting: 22 October 2013 3 to 4 Pm

RESULTING ACTIONS/DISCUSSIONS

• FRC created and maintains Known Issues page: http://frc.ua.edu/known-issues/
• Further action for survey (also see November meeting minutes)

From: <Staffo>, Marilyn Staffo <mstaffo@ua.edu>
Date: Wednesday, October 9, 2013 10:35 AM

To: "Ainsworth, David" <dainsworth@as.ua.edu>, "Aldag, Karl" <Karl.Aldag@ua.edu>, "Bailey, Jim" <jtbailey@ua.edu>, "Battles, Jason" <jjbattles@ua.edu>, "Bonizzoni, Marco" <mbonizzoni@as.ua.edu>, "Brown, Marcus" <mbrown@cs.ua.edu>, "Cervino, Donald" <djay.cervino@ua.edu>, Bernadette Chavira-Trull <bchavira@bama.ua.edu>, "DeWitt, Regina T." <rdewitt@ches.ua.edu>, "Dowling, Rick" <rick.dowling@ua.edu>, "Fan, Suhua" <sfan@cchs.ua.edu>, "Foster, Ivon" <ivon.foster@ua.edu>, "Goldstein, Gregory" <ggoldstein@ua.edu>, Chapman Greer <cgreer@cba.ua.edu>, "Hill, Lawrence" <hill7@eng.ua.edu>, "Huffaker, Randall" <Huffaker@apr.ua.edu>, "Johnson, Rebecca" <rebecca.johnson@ua.edu>, "Kosiba, Steven" <sbkosiba@as.ua.edu>, "Maki, Kristin" <kmaki@ches.ua.edu>, "McGowan, John" <john.mcgowan@ua.edu>, "Michael, Joshua" <jmichael@ecs.ua.edu>, "Mutua, Kagendo" <kmutua@bamaed.ua.edu>, Nancy Payne <ngpayne@sw.ua.edu>, "Phillips, Jason" <jphillips@ua.edu>, "Pionke, Ruth" <ruth.pionke@ua.edu>, "dpowell@law.ua.edu" <dpowell@law.ua.edu>, "Sackett, Kay" <kmsackett@ua.edu>, "Sellers, Tracie" <tsellers@bamaed.ua.edu>, Karen Silliman <kdsilliman@ua.edu>, Marilyn Staffo <mstaffo@ua.edu>, "Stevens, Marion" <marion.stevens@ua.edu>, "Terry, Teri" <teri.terry@ua.edu>, Rachel Thompson <rsthompson2@ua.edu>, "Walston, Christopher" <cwalston@ua.edu>, Kathleen Welker <kwelker@sw.ua.edu>

Subject: TLC-Survey to gather faculty data about classroom annotation

Technology & Learning Committee,

We had a good discussion during yesterday’s TLC meeting about multimedia classroom annotation and the SMART podiums. Below is a post from one of the instructional tech listservs showing that other institutions are facing the same questions.

Please let me know if you would like to help the TLC create a short survey to gather information about faculty classroom annotation needs. Please share ideas about ways we can involve more faculty in the process of selecting resources to meet the needs for classroom annotation.

Thanks,

Marilyn

Marilyn J. Staffo, Ph.D.
Director, Faculty Resource Center, CIT
A202 Gordon Palmer Hall, Box 870248
The University of Alabama, Tuscaloosa, AL 35487-0248
205.348.4484, mstaffo@ua.edu
http://frc.ua.edu

On Oct 8, 2013, at 3:06 PM, "Barbara Torrey Friedman" <btf5@CORNELL.EDU> wrote:
Hi CCUMC!
I am part of a group that is looking at different options for annotation devices to be placed in some classrooms on campus. By annotation devices, I mean things such as SMART tablets, Wacom tablets, whiteboard overlays, etc.
Use cases for these include:
- Annotating slides, applications, or desktop during a lecture, with the results being projected. (Sometimes this includes engineering and math formulas, and so would require great detail)
- Capturing snapshots of annotated slides
- Remote annotation (people at a remote location making changes to a whiteboard-type screen or slide) (videoconferencing software such as WebEx, or SMART’s Bridgit software are some examples. Are there others?)

What products have you found to be successful? Popular with faculty? Complete failures?

Thanks,
-Barbara

--
Barbara Friedman
Assistant Director
Academic Technologies
Office of the CIO
Cornell University

MEETING

12 November 2013 from 3 to 4 PM
A232 Gordon Palmer Hall

---------------------------------------------------------
INVITED
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Ainsworth, David; Aldag, Karl; Bailey, Jim; Baker, John; Battles, Jason; Bonizzoni, Marco; Brown, Marcus; Cervino, Donald; Chavira-Trull, Bernadette; DeWitt, Regina T.; Dowling, Rick; Fan, Suhua; Foster, Ivon; Goldstein, Gregory; Greer, Chapman; Hill, Lawrence; Huffaker, Randall; Johnson, Rebecca; Kosiba, Steven; Maki, Kristin; McGowan, John; Michael, Joshua; Mutua, Kagendo; Payne, Nancy; Phillips, Jason; Pionke, Ruth; Powell, Dan; Sackett, Kay; Sellers, Tracie; Silliman, Karen; Staffo, Marilyn; Stevens, Marion; Terry, Teri; Shuttlesworth, Rachel; Walston, Christopher; Welker, Kathleen

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NOTES
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- Meeting called to order by Chair Marilyn Staffo.
- News about UA technology accessibility efforts presented by Rachel Thompson
  - Review of what we mean by accessibility, legally and practically
  - TLC plan written in 2012 and presented to Dr. Bonner: She asked for revisions and further research of current ODS student opinions, as well as examination of sites with ua.edu
  - Meeting with Dr. Benson, Dot Martin, Gwen Hood, Judy Thorpe, Katie Thompson, Karl Aldag, Ivon Foster-McGowan, Rick Dowling, and Rachel Thompson (Marilyn at Educause) had the following outcomes
Public site regarding our goals to make UA’s technology and web more accessible. Tentative Goal is to go live with web site by the end of the fall semester and for it to include the following. All is contingent on approval from Legal, EOO, and executive team

- The University’s statement
- Information about the plan and audits
- Tutorials on creating accessible materials, including at a minimum, web content, Microsoft Office documents, PDFs, captions, video descriptions, instructional technology materials
- Vendor documentation information, including VPATs UA has collected from vendors
- Links to Office of Equal Opportunity Programs, ODS, and other pertinent sites.
- Events and workshops related to accessibility
- Rachel will take the lead on auditing 10 courses and 10 web sites, which may last into spring 2014 regarding what would be needed to reach WCAG 2.0 AA or other relevant standard. Once audits are done, the group will be given results and make decisions about next steps.
- Representatives from OIT, CIT, and University Relations will be added to the existing committee that addresses campus accessibility and its focus will be expanded to include technology accessibility.
- Rachel will share with Dr. Benson existing materials available to faculty about technology accessibility.

- Ruth Pionke presented draft of faculty survey related to classroom annotation needs
  - Discussion of what questions should include
  - Do we ask about document cameras? Should we refer to them as Elmos?
    - Yes. Use both
  - How to refer to clickers or Audience Response systems?
  - Do we collect college information?
    - Yes
  - Do we just want to know what they use?
    - Also need to know what they think is standard
  - Need to know what programs or instructional technology tools they use, as well as hardware and equipment in the room
  - Sending it at end of fall semester will get lost in the shuffle. Early 2014?

RESULTING ACTIONS/DISCUSSIONS

- Survey message distributed across campus mid January 2014:
  - The campus-wide Technology and Learning Committee is seeking information regarding your experience with the use of classroom technology. Please complete the brief survey found at http://bit.ly/19Lz3YI before February 1, 2014. This survey will give you the opportunity to offer to volunteer as a faculty consultant for the testing of new classroom technologies.
- Accessibility site draft shared with executive and legal on Dec 23.
NOTES

- Meeting called to order by Rachel Thompson
- Discussion, led by Rachel Thompson
  - Report from Rachel on status of classroom/instructor computer information. Info still needed from several areas (CBA, CHES)
  - All should have received latest version of spreadsheet (detail and summary sheets), which shows the following:
    - Number of classrooms where the image is deployed.
    - All software, including browsers, media players, etc
    - If Deep Freeze is used, an indication of what is in the thawed space
    - Any share drive folder shortcuts
    - Operating systems
    - Any other information the group needs about your area’s classroom image(s)
    - Deadlines or schedules when images are (1) created and (2) rolled out to the classroom.
    - Some areas have several different images. If that is the case for you, please include that information.
  - Thanks to Engineering for quick response
  - Would be helpful to affiliate with room numbers.
  - All groups who manage classroom/instructor computers should send the following to Rachel, if they have not already done so:
  - For each image you manage for classroom computers/instructor stations:
• Complete list of building room numbers where the image is used as of Aug 2013
• Screenshot of the desktop
• What steps instructors use to log in to the podium computer. If no log in is required, please say that.
• Contact information instructors or colleagues should use for tech support during class.
• Contact information instructors or colleagues should use for issue with/question about classroom image.
• Meeting adjourned by Rachel Thompson
• Next meeting date/time TBD

CLASSROOM/INSTRUCTOR COMPUTER IMAGE SUMMARY

Developed via Multimedia Special Interest Group 2012-2013 and still in progress. See attached Excel spreadsheet.
MONTHLY MEETINGS WITH COLLEGE STAKEHOLDER GROUPS

CIT-NURSING MEETING

JANUARY 30, 2013, 2018 NURSING BUILDING

Invited:

- CIT: Rick Dowling, Marilyn Staffo, Katie Johnson, Jana Patton, Rachel Thompson, Candy Crawford
- Nursing: Karen Silliman, Patrick McIntyre, Tom Little

NOTES OF ISSUES AND RESOLUTIONS

- Courses that have been moved over from Vista to Blackboard Learn are having permissions issues for some folders, etc. In these cases, newly students added students are unable to see materials.
  - Resolution: confirm that permissions are set for course, not user-by-user. Make sure content is in current course folders and not linking to developmental course.
- Nursing support staff would like to have Admin permissions for all of their courses.
  - Resolution: This can be done.
- Content Collection permissions issues are affecting ability to view content, especially problematic for their template they want to use for their courses.
  - See above permissions-checking info.
- Can Karen’s group get a notification when faculty can see new courses?
  - Resolution: This may have to go thru the Registrar's office. May need to see if college/dept admin assistants know this info. No automatic solution.
- Force Submission button for admins.
  - Resolution: There is a "Submit Attempt" button under the "Test Information" link.
- Messages Tool - only one attachment? Is that correct?
  - Resolution: Yes. Can request change with Blackboard
- "Publish" from BB Collaborate is used to shared recorded Collaborate sessions with students on Mobile devices.
- Exam password popup window pops up behind main window. This is a problem. Mostly on Macs.
  - Situation may relate to browser set up.
- Escape password for frozen browsers with Respondus Lockdown Browser. They would like to be able to set their own passwords. The Proctor Password in Lockdown Browser doesn't work. It has to be done on each individual machine. Can we do IP subnet masks or another solution?
  - Can set own password in test setup. No IP mask possible yet.
CIT-COLLEGE OF CONTINUING STUDIES (CCS) MEETING

FEBRUARY 5, 2013, 2ND FLOOR CONFERENCE ROOM, MARTHA PARHAM HALL

Invited:

- CIT: Rick Dowling, Marilyn Staffo, Rachel Thompson, Candy Crawford. Mary McManus
- CCS: Jackie Vetter, Josh Michael, Misha Drlikova, Katherine Klose, Cedric White, Katy Allen, Veronica Outlaw, Tasha Brown

Note: Issues were sent by CCS to CIT on Jan 30 via email and served as agenda for meeting where resolutions were discussed.

From: <Vetter>, Jackie Vetter <jvetter@ccs.ua.edu>
Date: Wednesday, January 30, 2013 12:57 PM
To: Rachel Thompson <rsthompson2@ua.edu>
Subject: Items for Discussion at Meeting on Feb. 5th

Rachel,

Attached, is a list of items my team has put together for discussion at our meeting on the 5th. Would you mind sharing this email with others on your end who are planning to come to the meeting? Let me know if you have any questions.

Thanks,
Jackie

Jackie Vetter
Manager of Instructional Technology and Academic Services
College of Continuing Studies, The University of Alabama
Box 870388, Tuscaloosa, AL 35487-0388
(205)348-5382
Email: jvetter@ccs.ua.edu

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CCS ISSUES AND CIT RESOLUTIONS

Important Information shared by CIT:

- To make a request for a change in how the system works, go to http://www.blackboard.com/Contact-Us/Feedback/Suggest-Product-Enhancements/For-Learn.aspx.
- Lists where users and admins share questions and ideas:
  - https://lists.asu.edu/cgi-bin/wa?A0=BBADMIN-L
  - https://lists.asu.edu/cgi-bin/wa?A0=BLKBRD-L

- Issue: The “Show participants in "needs grading" status after every “X-number” of posts” does not copy over from dev shell.
Resolution: Our testing shows that the “‘Needs Grading’ after X posts” settings copies if, in the Course Copy process, Grade Center Columns and Settings are checked, as well as Discussion Boards.

- Also, if a student is required to post their 3 posts and it is graded, any additional posts will show up as “needs grading” again, leaving the instructor to think they did not originally grade the student.
  - The system thinks the instructor wants to grade the student every 3 posts. Not sure what increased functionality would allow this to stop notifying after three posts are entered and graded.

- You cannot “Attach a File” from the course directory from threads using the text editor. You receive an error message saying it will be saved to some secure location. We have figured out a work-around. This is basic functionality that should be available from discussion threads.
  - Not sure what this refers to. Adding an attachment in a discussion board post or reply can be done if this setting is enabled in the discussion board setup. In some cases, when the attachment option does not appear under the text editor window, a file can be attached via the link option and uploading a file to the Content Collection. Please submit a suggestion to Blackboard.

- IDs and instructors cannot unenroll people from courses.
  - CCS has been given an admin account that should be able to unenroll users from courses. The Registrar’s Office does not allow individual users to have this permission. No instructor will be given the right to unenroll users because the permission is all-or-nothing. If it is allowed for instructors to remove other instructors or TAs, they also have permission to unenroll students, which would present major issues with Banner integration.

- While displaying ALL the users on the Users page, you are not given the option to change the settings to users (the drop down arrow is no longer available next to the users’ name). The drop down arrow only displays if a partial list is displayed.
  - We asked about this early on and were told it is functioning as designed. Solution is to set display number to the total number of users. When this is done, the dropdowns are visible.

- Content and settings revert. Settings in dev shells don’t always seem to copy correctly into the live shells.
  - Please let us know which settings are not copying. We can work together and with Blackboard to get what is needed copied over.

- Uploaded documents (html and pdf) appear to revert to former versions of these documents (replaced pages revert back to the pages we sought to replace)
  - Are these in the Content Collection? How are they uploaded? Via WebDAV/Dreamweaver? Please give us more information and we can open a ticket.

- When “&” or “&amp;” is placed in the title of a content area and saved, it will duplicate if that area is edited and saved again.
  - Please give a course where this happens. I cannot duplicate it. We can open a ticket with Bb.

- Dreamweaver Files do not reliably upload to BbL on put command. No errors are returned on putting files and the course root level time stamp logs reflect uploads, but the files being put within the directory are not being updated, including its time stamp.
  - We do not have experience enough with Dreamweaver to address this. It is outside of our support realm. A ticket can be opened with Blackboard or CCS could join the listserves and see if other campuses using BbL have ideas.
• When “Force Completion” is unchecked in the Assessments settings, the students see the following language, "This Test can be saved and resumed later". Which leads students to believe that they can start and stop a test as they please. Is there a way we can change the default language to something less confusing?
  o We have looked at changing the custom language pack and were advised against it at the time because we were about to update to a new service pack and all changes would have to be redone. We will look at this again. Please suggest a revised statement to use.

• Takes a while to populate notifications for long course list.
  o Please share how long a course list and how long it takes to load. Bb has made changes to help performance recently and prepare for the entire campus being on BbL in Spring 2013. We can open a ticket if needed.

• Data error-type messages in the Full Grade Center in some courses.
  o If you get the error message, you can report it to us, or you can following the four steps in the link below, clear your cache, and restart your browser and that should take care of the problem. [https://sites.google.com/a/biola.edu/blackboard-news/current-problems-1/gradecentererrorparsingdatamsg](https://sites.google.com/a/biola.edu/blackboard-news/current-problems-1/gradecentererrorparsingdatamsg)
  o This is the workaround we use for now. A patch is being created to fix the problem. We have an open ticket about it.

• From a student: As you can see from my grades section everything has been completed and done on time. I just clicked on the course alerts and tools section and it lists that quiz number six is past due. Again I went back to the grade page and it is clearly completed. You may want to share this with tech support.
  o Please share which student and course this refers to. We can troubleshoot it individually.

• In eLearning, the feature to email groups stayed inside the LMS. The popular request is for BB Learn to have the option to use mail or messages. For Nursing courses, they use the Mail tool. When students are in groups, their option to email group members are only for the Messages tool. This is causing confusion on where emails are going when they are asked to keep communications within the course.
  o Email options for groups can be turned on or off when creating the group or group set. If this is not working or if something else is needed, please let us know and we can open a ticket if something is not working correctly.

• Figuring out what to print, which browser to use to get results, and what commands to use to print to get results is a hassle. The course schedule in the Nursing courses (using HTML) only prints one page and the others with frames if PC/IE and Mac/Safari is not used. If PC users print the schedule in IE or Mac user print the schedule in FF, they get the whole schedule. Any other PC/Mac and browser combination, they do not. Mac users have trouble printing any PDF files without having to download various applets and even then, the print is partial.
  o We have to perform the following steps to print:
    - Highlight text that needs to be printed.
    - Go to File>Print Preview.
    - Change the option "as laid out on screen" to "as selected on screen".
    - Make sure page range is set to "all".
    - Print
  o Another solution is to right/CTRL clicks and opens the main frame in a new window, the print option should print all the pages of content.

• VTBE: The copy and paste icons do not work. Using the keyboard shortcuts work.
  o From BLKBRD List member Peter DiFalco, (pdifalco@CSUCHICO.EDU): The reason these don’t work is that TinyMCE, the basis for the new content editor, uses Javascript to implement the copy/paste buttons and menu options. Because malicious websites
could also use Javascript to steal whatever you might have recently copied in your browser, modern browsers including FireFox and Chrome no longer allow Javascript to interact with copy/paste operations, relegating you to keyboard commands. This moodle forum post explains it well:
https://bcmoodle.beloit.edu/mod/forum/discuss.php?d=21643

There are browser extensions, tweaks to security settings, and so forth which can bring back the ability - and the security risk.

- Can something be done with the bullet issue in the HTML editor? Bulleted items do no line properly unless code is inserted to force it it and even then, it does not always work. The second line stars under the bullet, rather than under the start of the text on the first line.
  - How is the content being entered? We have an issue with bullets with the new editor when material is pasted in through the HTML Code View/ We can open a ticket if something else is not working.
  - Here is the reply I got from Bb for my issue, which may have nothing to do with yours. The issue as described in this case is not a bug but is working as designed. Once you switch to HTML view in the VTBE, the VTBE is expecting HTML formatted code. Therefore you must explicitly include the line break tags (<br />) for line breaks. The example given, if pasted in as plain text in HTML view, does not include the line breaks tags therefore the VTBE is formatting it correctly without line breaks.

The proper way to format the HTML as presented (using the &bull tag) is:

```html
&lt;bull;&gt; course website: &lt;a href="http://ualearn.blackboard.com">http://ualearn.blackboard.com</a&gt;&lt;br /&gt;
&lt;bull;&gt; all homework activities are completed online&lt;br /&gt;
&lt;bull;&gt; all exam activities are completed online&lt;br /&gt;
&lt;bull;&gt; all activities are open book, open note, open internet&lt;br /&gt;
&lt;bull;&gt; please do your own work, no collaboration is permitted&lt;br /&gt;
&lt;bull;&gt; the UA Student Honor Code applies to this course&lt;br /&gt;
&lt;bull;&gt; scores and grades are found in the MyGrades section of Blackboard&lt;br /&gt;
&lt;bull;&gt; homework and exam questions are not made public&lt;br /&gt;
&lt;bull;&gt; homework and exam answers are not made public&lt;br /&gt;
```

Alternatively, you can also use the UL (unordered list) HTML tags for bulleted lists as well:

```html
&lt;ul&gt;
&lt;li&gt;all homework activities are completed online&lt;/li&gt;
&lt;li&gt;all exam activities are completed online &lt;/li&gt;
&lt;li&gt;all activities are open book, open note, open internet &lt;/li&gt;
&lt;li&gt;please do your own work, no collaboration is permitted&lt;/li&gt;
&lt;li&gt; the UA Student Honor Code applies to this course &lt;/li&gt;
&lt;li&gt;scores and grades are found in the MyGrades section of Blackboard &lt;/li&gt;
&lt;li&gt;homework and exam questions are not made public &lt;/li&gt;
&lt;li&gt;homework and exam answers are not made public&lt;/li&gt;
&lt;/ul&gt;
```

- Regarding the issue referenced with TinyMCE, http://www.tinymce.com/develop/bugtracker_view.php?id=5329, this issue addresses the scenario in which the line break tag was originally included in the plain text but the line
break tag was not converted properly. In addition, I was not able to replicate this scenario in Learn SP9.

- Since the upgrade, our inline CSS styling for Discussions, Assignments, Assessments, and content areas we create have been stripped.
  - In the future, we can work to make sure this is something you can test on ualearntest.blackboard.com. For now, we can work with CCS to open a ticket with BbLearn.
From: <Drlkova>, Misha <misha@ccs.ua.edu>
Date: Wednesday, November 28, 2012 1:53 PM
To: "Shuttlesworth, Rachel" <rshuttle@ua.edu>, Mary <mfmcmanus@ua.edu>, "Staffo, Marilyn" <mstaffo@ua.edu>, "Crawford, Candy" <ccrawfor@ua.edu>
Cc: "Osborne, Lyle" <rosborne@ccs.ua.edu>, "Sullivan, Joshua" <jsullivan@ccs.ua.edu>
Subject: Cannot Delete Assignment from course

Rachel and/or Marilyn -

An issue has come up in one of our online Nursing courses. There is an assignment in 201240-NUR-901 (ID 44804.201240) Blackboard Learn course that was originally set up as group assignment.

Techsupport was asked to delete this assignment and attempted to do so. Prior to this, they cleared all of the attempts for that assignment. The assignment did not get deleted when they tried to do this. There are two different errors that they receive when trying to either edit or delete this assignment.

I am attaching screen shots for both as well as the name of the assignment in question.

Please let me know if you can re-create what we are experiencing on our end and if so, could you pass this along to Blackboard?

Thanks,
Misha

Misha Drlikova
Data and Web Applications Coordinator
College of Continuing Studies, The University of Alabama Box 870388, Tuscaloosa, AL 35487-0388
(205) 348-8122 phone; (205) 348-1635 Fax misha@ccs.ua.edu | Instructional Technology and Academic Services

On Nov 28, 2012, at 2:06 PM, McManus, Mary wrote:

Just to confirm, Misha, you're OK with it if I attempt to delete this assignment: Assignment III: Profesional Ethics and Politics PowerPoint?

Thanks,
Mary

Mary McManus
From: Drlikova, Misha
Sent: Wednesday, November 28, 2012 2:19 PM
To: McManus, Mary
Cc: Shuttlesworth, Rachel; Staffo, Marilyn; Crawford, Candy; Osborne, Lyle; Sullivan, Joshua
Subject: Re: Cannot Delete Assignment from course

Yes, delete the Assignment III: Professional Ethics and Politics PowerPoint.

Do not delete the Assignment III: Professional Ethics and Politics PowerPoint - Group Project.

Misha

On Nov 29, 2012, at 8:44 AM, Shuttlesworth, Rachel wrote:

Misha,

I have deleted Assignment III: Professional Ethics and Politics PowerPoint. I will share Blackboard's response about this as soon as I have it.

Thanks,
Rachel

Dr. Rachel Shuttlesworth Thompson
Director, Emerging Instructional Technology Center for Instructional Technology University of Alabama Box 870248 Tuscaloosa, AL 35487-0248
O: 205.348.0216
F: 205.348.3035

-----Original Message-----
From: Drlikova, Misha
Sent: Thursday, November 29, 2012 10:24 AM
To: Shuttlesworth, Rachel
Cc: McManus, Mary; Staffo, Marilyn; Crawford, Candy; Osborne, Lyle; Sullivan, Joshua
Subject: Re: Cannot Delete Assignment from course

Hi Rachel -

I am a little confused as to why you were able to delete this assignment without the response from Blackboard. Could you share this with us?

Thanks,
Misha

On 11/29/12 10:26 AM, "Shuttlesworth, Rachel" <rsthompson2@ua.edu> wrote:
I tricked Blackboard into allowing it. I created a new content area, moved the problematic assignment to the new content area, then deleted the new content area.

Blackboard has said they will let us know what caused the problem initially.

Rachel

Dr. Rachel Shuttlesworth Thompson
Director, Emerging Instructional Technology
Center for Instructional Technology
University of Alabama
rshuttle@ua.edu
Personal mail: rshuttlesworth@gmail.com

On 11/29/12 12:54 PM, "Shuttlesworth, Rachel" <rsthompson2@ua.edu> wrote:

Misha,

Here is what Blackboard told me: "The NullPointerException indicates that there is critical information between the GUI, and database missing. There are numerous things that could have caused it such as a malformed content handler at the database, or a broken link somewhere along the lines or bad HTML in one of the items."

We have seen similar issues related to editing or deleting assignments when the assignment information was copied from Microsoft Word without using the Paste form Word building block or if the assignment was migrated from eLearning and, when it was created in that system, it included Word formatting. Do you know if either of these was the case here?

Thanks,
Rachel

Dr. Rachel Shuttlesworth Thompson
Director, Emerging Instructional Technology
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On Nov 15, 2012, at 12:14 PM, "Staffo, Marilyn" <mstaffo@ua.edu> wrote:

Kim,

I am so sorry to hear about the problems 3 of your students had during the second exam session last night. Karl mentioned that you would be sending me information on the issue. We will submit a ticket to Blackboard to see what they can determine about the problem. We also looked into the request you made this morning regarding tracking reports to see if anyone other than those 3 students opened the third exam. We have not found anything that an instructor can use, but will ask that question when we submit the ticket.

Marilyn

From: "Caldwell, Kimberlee" <kcalwel@ua.edu>  Date: Thu, 15 Nov 2012 14:23:33 -0600  To: M Staffo <mstaffo@ua.edu>  Cc: "Sobecky, Patty" <psobecky@as.ua.edu>  Subject: Re: BSC exam

Hi Marilyn,

Thanks for your note. There were actually two different types of problems during my exam last night. Interestingly, all problems occurred during the second seating (6:30pm or later). Here are the descriptions:

1. This problem I was able to solve because I have seen it before and Mary M. figured out a work around last time. Three students began the exam but their answers would not save. This happened last time to two students. When it happened last time, I noticed that another issue was also happening: The auto-timer was not timing down on these particular exams. So, this time I strongly emphasized to all students that the first things they should look for when they begin the exam are: timer timing down AND that their answers are saving. In the second seating this did not happen for three students (cmtalley; cfmathes; kbwhite3). We had them log out of BBL and log back in. When they logged back in and tried to start the test the second time, the screen with the test that states "begin", where they enter a password did not have a button to "begin", but rather had a button to "continue". we clicked continue and all three were now able to take the exam and save answers. I noticed that in my grade book that all three students have two attempts, with one attempt giving each of them a grade of "0". When I look at this information it states that the test with a "0" was submitted 2 minutes late.'

2. New issue for me. About an hour into the second exam, three students found that their exam interface essentially went blank (white). An internet window was still open, as you could see a tab at the top with a timer still timing down for our exam (still functional), and, if you used the scroll bar on the far right of this webpage, you could see at the bottom of the web page the "submit answers and submit all answers" buttons for the BBL exam. If you scrolled all the way to the top of the webpage, an error box appeared that stated that the web connection had timed out. Two of the three students were checking over their work at this point and the third was mostly checking her work, but was still answering a few questions. We decided to have the three students submit their work as is. This work was recorded in the grade book. We then had them log into a backup version of the exam to look over
the material again and make changes to any questions they thought they would like to make changes to. These students are: emsawyer; bbrodrigue; tblerma

On a related note, with this back up version (Test 3backup), I was so panicked that I did not properly set the timer and it stayed open for two hours after my exam period ended. If I could find out how many people accessed this exam between 8 -10:15 pm on November 14, 2012, I would be extremely grateful. There are only three students who know this password (the three with issues), but they could have gone home and opened up the exam again and copied the content. I am supposed to give a make up exam on this material in 10 days and the idea that I might need to come up with entirely new content because of my frantic bad mistake last night is simply horrifying to me. Thus, the sooner I have this information, the better my options will be (plus, good news might be life extending!).

Thank you,
Kim

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On Nov 16, 2012, at 11:34 AM, "Staffo, Marilyn" <mstaffo@ua.edu> wrote:

Kim,

Blackboard Support is working on these issues and would like to know how the exam questions were created. They would like to know if Respondus was used, whether they were imported in another way, whether they were pasted from another application such as Word or Excel. Is there anything else about the creation of your exams that might help them.

Thanks,

Marilyn

Marilyn J. Staffo, Ph.D.
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205.348.4484, mstaffo@ua.edu
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From: "Caldwell, Kimberlee" <kcaldwel@ua.edu>   Date: Fri, 16 Nov 2012 17:37:38 -0600   To: M Staffo <mstaffo@ua.edu>   Cc: "Caldwell, Kimberlee" <kcaldwel@ua.edu>, "Sobecky, Patty" <psobecky@as.ua.edu>, "Foster, Ivon" <ivon.foster@ua.edu>   Subject: Re: BSC exam
Hello Marilyn,

If I can be succinct here.

I have never used Respondus to create exams or to deploy exams. I have instead created 3 exams using the "create test" function in BBL.
For the exams in Sept (exam 1) and Oct (exam 2) I pasted questions from Word files only. During exam 2 (Oct) I experienced issue 1 described below. In Sept I did not have problems.
For the Nov 14th exam (exam 3) I pasted questions from a mixture of Word and text files, this was question specific, and I experienced issues 1 and 2 described below.
I cannot think of any any other things that I have done with my exams, except that I idid include images in my exams as follows:

exam 1 (no problems giving exam) - a lot of images
exam 2 (issue 1, email below) - only 3 images, which is far fewer than the other two exams
exam 3 (2 different types of issues) - a lot of images

So, I am not sure if the number of images is correlated with exam malfunctions. However, the size of these images could have varied greatly from exam 1, exam 2 and 3. I have not investigated this, and I am not sure how to do so.

If the tech folks have specific questions, I am happy to answer them.

~Kim

From: Staffo, Marilyn    Sent: Monday, November 19, 2012 11:29 AM    To: Caldwell, Kimberlee
Cc: Sobecky, Patty; Foster, Ivon; Aldag, Karl    Subject: Re: BSC exam

Kim,

We are pulling what reports we can regarding access to Test 3backup between 8 and 10:15 PM on November 14th. We are still trying to determine what those reports show. We do not have any definitive information about access to Test 3backup at this time.

Marilyn

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From: <Sobecky>, Patty <psobecky@as.ua.edu>
Date: Monday, November 26, 2012 7:48 PM
To: "Staffo, Marilyn" <mstaffo@ua.edu>, "Caldwell, Kimberlee" <kcaldwel@ua.edu>
Cc: Ivon Foster-McGowan <ivon.foster@ua.edu>, "Aldag, Karl" <Karl.Aldag@ua.edu>, "Stephenson, Edwin" <estephen@bama.ua.edu>, Patricia Sobecky <psobecky@ua.edu>, "Han, Luoheng" <lhan@as.ua.edu>, "LeBlanc, Paul" <pleblanc@as.ua.edu>, "Ramonell, Katrina" <kramonel@as.ua.edu>, "Olin, Robert" <rolin@as.ua.edu>

Subject: RE: BSC exam November 26, 2012 deployment

Dear Ivon et al.,

We deployed another set of computer-based BSC 114 exams this evening beginning at 5:00pm for Ed Stephenson’s section. The exam did not use lockdown browser and there were passwords used as we have always done. The caches were cleared off the computers before the exams were deployed and the exams ran on successfully on all the computers without any issues for 1 hour until between 6:00 and 6:05pm.

At that time, we had approximately 12 students left (we started with ~75-80 at 5 pm) and the entire screen when blank/white just as it did below for Kim Caldwell’s exam Nov. 14th described in the email below). A message came up that said “Firefox cannot find ulearn link /server error” (Ed can correct me here if I am incorrect).

It was not the exam format or anything related to the exam as the 1st hour was fine---a connection or some link in the blackboard(?) site dropped the exam such that the students could not resume taking their exams. Ed then had to go in and create another copy of the exam so that the 12 students could resuming answering the questions they were not able to finish when the system crashed. For the students to be able to resume taking their exam they have to first write down the questions that they were not finished with and restart the exam on the new copy. We had a very distraught student who was upset that he could not check/review his answers to the exam questions. Because we cannot print out the exam questions from blackboard I ended up writing out by hand all the answers that the student selected on the first version so that he could review and resume taking the test and to allay his concerns.

This unexpected loss of a connection/server issue is troubling. We are experiencing this new technical problem for the 2nd time (the first being Kim Caldwell’s on Nov. 14; it did not happen in September or October). Can a diagnostic be run on the system between 6:00-6:05pm to see what happened with/or to the connection at that time?

We have another exam scheduled for Weds., Nov 28. We are going to have to make a decision soon as to whether we continue troubleshoot a seemingly fragile system and any information you can provide on the crash/loss of connection to the exam tonight would be greatly appreciated.

Thanks,

Patty

On Nov 26, 2012, at 20:29, "Aldag, Karl" <Karl.Aldag@ua.edu> wrote:
It's VERY troubling! We will work with Blackboard and OIT to try to nail down the variables so we can have this rectified. Test, Browser, Workstation, Network, Firewall, Blackboard are the six variables and it really seems like we've cleared the first three, but we will deconstruct from every angle we can! It just seems so random in nature but the fact that it is only the second test hopefully will suggest the root cause.

I'm horrified that students have had to go through this – dependability and academic continuity were the very core reasons UA decided to go with a hosted Blackboard solution in the first place! I'm hoping that it is a load balance or configuration issue with Blackboard that they can identify and correct immediately, instead of some error buried in their code.

Tammy, Rachel, and Marilyn,
Let's meet first thing in the morning and bring in all the respective parties for analysis of all the data we have.

We will let you all know of immediately of any news as we move forward, kca

--
Karl C. Aldag
Executive Director, Center for Instructional Technology
University of Alabama
205-348-4160
karl.aldag@ua.edu

From: <Shuttlesworth>, Rachel Thompson <rsthompson2@ua.edu>
Date: Wednesday, November 28, 2012 9:42 AM
To: "Aldag, Karl" <Karl.Aldag@ua.edu>
Cc: "Sobecky, Patty" <psobecky@as.ua.edu>, Marilyn Staffo <mstaffo@ua.edu>, "Dowling, Rick" <rick.dowling@ua.edu>, Tammy Jones <tammy.c.jones@ua.edu>, "Foster, Ivon" <ivon.foster@ua.edu>, Edwin Stephenson <estephen@bama.ua.edu>, Patricia Sobecky <psobecky@ua.edu>, "Han, Luoheng" <lhan@as.ua.edu>, "LeBlanc, Paul" <pleblanc@as.ua.edu>, "Ramonell, Katrina" <kramonel@as.ua.edu>, "Olin, Robert" <rolin@as.ua.edu>, "Caldwell, Kimberlee" <kcaldwel@ua.edu>
Subject: Re: BSC exam November 26, 2012 deployment

With regard to Monday night's exam issues, we believe that the students lost their connection because of a network switch that rebooted at 6:00 PM. It was down for about 5 minutes. The Blackboard Learn system did not cause the issue. OIT team members are working with the hardware vendor to determine whether a bug or a hardware failure caused the switch problem and to keep it from happening in the future. The switch was not the cause of the Nov 14 issue, which is still being evaluated. More information about the issues and their causes will be shared as we have it.

While there is no reason to expect the switch to fail again Wednesday night (its performance history shows that it is overall stable and reliable), the reboot would interrupt the exam and internet connection for about 5 minutes.

If students get kicked out of the exam again (for whatever reason), they can go back into their exam:
- IF the link to the exam is made available to them and
- IF they are within the time limit for the exam and
- IF auto submit is NOT enabled.

We suggest that, if students get kicked out and need to continue the exam AFTER the link goes away, the faculty member can release the exam link again. If the faculty member feels comfortable with this approach, he or she can make the link available throughout the exam period.

If there are concerns about this, the faculty member can give the exam link to those few students using adaptive release. To do this, follow these steps:

1. Go to the exam link where it is deployed in the course.
2. In the contextual menu, go Adaptive Release: Advanced.
3. Set the date/time release to the appropriate time.
4. In the Member area, search for or enter the usernames of the students who need access to the exam link.
5. Choose submit.

This will mean that these students can log out and back in, then go back to the exam.

Please let us know if you have questions about any of this.

Dr. Rachel Shuttlesworth Thompson
Director, Emerging Instructional Technology
Center for Instructional Technology
University of Alabama
rshuttle@ua.edu
Personal mail: rshuttlesworth@gmail.com

OTHER STEPS FOR RESOLUTION – SEE MESSAGES BELOW

- Immediately after incident, Ticket submitted with Blackboard
- Development of testing tips documents:
- Development of contingency plans and testing checklists
- Development of Blackboard Learn course that offers materials for Biological Sciences instructors using Blackboard for exams
- Workshops designed for and delivered to Biological Sciences faculty

On 1/19/13 3:31 PM, "Sobecky, Patty" <psobecky@as.ua.edu> wrote:

Hi, Marilyn, Karl,
Paul LeBlanc (cc'd) and I met with Drs. Harris, Yoder and Martinez (cc'd) on Friday to go over key points to the BSC Freshman Biology Computer-based exam format and logistics for Lloyd 16 and 16M.
We are planning on the following format criteria:
1. Create the exam in blackboard using lockdown browser and password settings, have the exam checked by FRC staff
2. Create a 2nd version (copy) of the exam without lockdown browser etc as a backup
3. Create a pdf of the exam that can be deployed using InSight--we will need instructions and training on using InSight software.
I'm working on a written instruction/information sheet now and will have it distributed to everyone to edit/revise shortly. From our last meeting it sounded like the FRC would have a help/FAQ write-up as well or maybe posting on the FRC website?

I've also attached our spring exam schedule.
Thanks,
Patty

On 1/24/13 10:46 AM, "Staffo, Marilyn" <mstaffo@ua.edu> wrote:

Patty,

CIT has created a Blackboard Learn shell containing information for giving BSC exams. Would you like us to enroll Robert, Phillip, John, Julie, and Katrina in that course? Would you and Paul also like access to the course? Are there others you would like us to add?

We will be glad to look over the incident checklist to see if we can think of anything to add to the list regarding information to gather if there is a problem while giving exams.

Kevin has sent you a tutorial on using the Insight Lab Monitoring application.

Are you interested in having us give a couple of workshops to the faculty who will be giving Blackboard exams? If so, please let us know when you would like the workshops. We can include Insight information in our workshop or can do that separately. We can give the workshops in your building, in our training room if it is available, or in the Lloyd Lab when it is available.

Thanks,

Marilyn

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205.348.4484, mstaffo@ua.edu
http://frc.ua.edu

From: "Sobecky, Patty" <psobecky@as.ua.edu>
Date: Mon, 28 Jan 2013 09:19:13 -0600
To: M Staffo <mstaffo@ua.edu>, Robert Martinez <rmartinez@ua.edu>, Phillip Harris <pharris@bama.ua.edu>, John Yoder <jhyoder@bama.ua.edu>, "Olson, Julie" <jolson@as.ua.edu>, "Ramonell, Katrina" <kramonel@as.ua.edu>, "Foster, Ivon" <ivon.foster@ua.edu>
Hi, Marilyn,

I’ve cc’d the BSC faculty—yes please enroll all of us. A draft of the incident checklist is attached, please let me know if we should add any other info to the log form.

Yes, folks would like a workshop session. I’m not sure of everyone’s schedules/availability, let us know the best way to proceed. Our first exam is Thurs., Jan 31 (Rob Martinez’s BSC 116).

Thanks,
Patty

From: <Staffo>, Marilyn Staffo <mstaffo@ua.edu>
Date: Monday, January 28, 2013 11:18 AM
To: "Sobecky, Patty" <psobecky@as.ua.edu>, Robert Martinez <rmartinez@ua.edu>, "pharris@bama.ua.edu" <pharris@bama.ua.edu>, "jhyoder@bama.ua.edu" <jhyoder@bama.ua.edu>, "Olson, Julie" <jolson@as.ua.edu>, "Ramonell, Katrina" <kramonel@as.ua.edu>, "Foster, Ivon" <ivon.foster@ua.edu>
Cc: "LeBlanc, Paul" <pleblanc@as.ua.edu>, "Aldag, Karl" <Karl.Aldag@ua.edu>, Rachel Thompson <rstompson2@ua.edu>, "Dowling, Rick" <rick.dowling@ua.edu>, "Halbrook, Kevin" <halbro01@ua.edu>
Subject: Re: Computer-based exam workshop

Patty,

The BSC faculty will have access to the Blackboard Learn course on giving exams by noon today. The only items to add to the incident report are the name of the exam and student user name(s) or a sample of user names if this impacted many students. We are scheduled to present a hands-on workshop on Giving Exams in Blackboard Learn here in A232 Gordon Palmer on Friday, February 1st from 10-11 AM that BSC faculty are welcome to attend. We will also be glad to give one or two sessions in your building or the Lloyd lab at a time when it is convenient for your faculty.

Marilyn

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From: <Shuttlesworth>, Rachel Thompson <rstompson1@ua.edu>
Date: Monday, January 28, 2013 11:39 AM
To: Marilyn Staffo <mstaffo@ua.edu>, "Sobecky, Patty" <psobecky@as.ua.edu>, Robert Martinez <rmartinez@ua.edu>, "pharris@bama.ua.edu" <pharris@bama.ua.edu>, "jhyoder@bama.ua.edu"
Patty,

All the faculty members copied on the message you sent should now have access to a BbLearn course called Biology Exam Assistance. Please let us know if others should be added.

Rachel

Dr. Rachel S. Thompson
Director, Emerging Instructional Technology
Center for Instructional Technology
University of Alabama
From: Daniels, George  
Sent: Wednesday, July 04, 2012 4:18 PM  
To: Shuttlesworth, Rachel; blackboard.learn@ua.edu  
Subject: Problem TURNING ON summer-2 course

Looks like I’ve hit a snag with trying to get my Summer-2 into the Blackboard Learn environment. Under the list of courses for Summer 2012

AAST 495 320 (CRN 33478) and AAST 495 320 (CRN 32404) are showing as eLearning courses, but NOT Blackboard Learn courses. Following the directions to activate the course shells in Blackboard, I clicked on the “Make Sections Available in Blackboard Learn”

But, the following message comes up:

“Here you will be able to check sections that are not yet in Blackboard Learn and set the integration partner code for the term selected on the Summary tab (201230). It may take several minutes for this process to create the section in Blackboard Learn. An Integration Partner Code has been selected for all sections in this term.”

Does this mean my course is already in Blackboard Learn? I don’t see it under “my courses” I will need to combine BOTH sections into a single course in Blackboard Learn.

I’m assuming I need to have the sections created before I can copy content from the course in which I’m working into the LIVE course.

This is the label for the course in which I’m working. 
(201130) SS.AAST-495-100.MC-495-100

I’m not sure what to do next.

George Daniels

From: Shuttlesworth, Rachel  
Sent: Wednesday, July 04, 2012 5:35 PM  
To: Daniels, George; blackboard.learn@ua.edu  
Cc: Crawford, Candy  
Subject: RE: Problem TURNING ON summer-2 course

George,

I turned on BbL for the courses and combined them into 201230-SS.AAST-495-320.MC-495-320. You should be able to go to supersection you have been working in and copy the content into the new supersection. The steps to do it are on the FRC site. Let me know if you need anything else.

Rachel
Looks like the process executed successfully the second time. I didn’t quite understand the concept of the “source” course. But, I realized it was the course that I had been working in not the shell that was being filled. So I think we are good to go for another term. Thank you for helping me again, even on a holiday.

George
# August 2013

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- LockDown Browser Update (1 message)
- The fate of Smart Podiums (2 messages)
- Use of clickers and Tegrity in classrooms (1 message)

## An interesting and cautionary tale about ebook DRM

**From:** Stevens, Marion <marion.stevens@UA.EDU>
**Date:** Tue, 20 Aug 2013 08:53:13 -0500
**Size:** 142 lines


**From:** Stevens, Marion <marion.stevens@UA.EDU>
**Date:** Thu, 22 Aug 2013 14:45:52 -0500
**Size:** 504 lines

## LockDown Browser Update

**From:** Staffo, Marilyn <mstaffo@UA.EDU>
**Date:** Thu, 22 Aug 2013 12:58:48 -0500
**Size:** 36 lines

## The fate of Smart Podiums

**From:** Aldag, Karl <Karl.Aldag@UA.EDU>
**Date:** Thu, 22 Aug 2013 12:54:16 -0500
**Size:** 66 lines

## Re: The fate of Smart Podiums

**From:** Kevin, Halbrook <halbr001@BAMA.EDU>
**Date:** Thu, 22 Aug 2013 14:27:20 -0500
**Size:** 93 lines

## Use of clickers and Tegrity in classrooms

**From:** Staffo, Marilyn <mstaffo@UA.EDU>
**Date:** Thu, 29 Aug 2013 10:26:55 -0500
**Size:** 44 lines

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