

Please do the following as soon as you arrive:

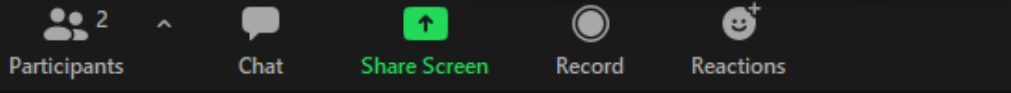
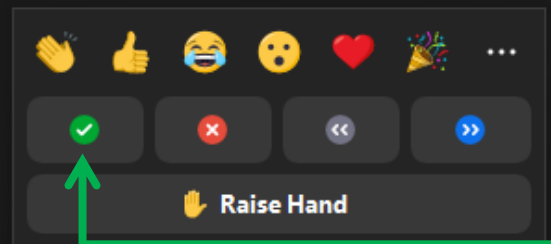
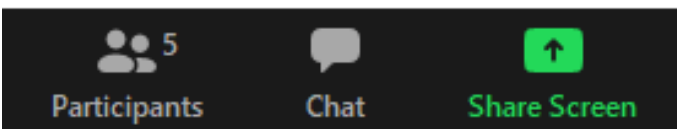
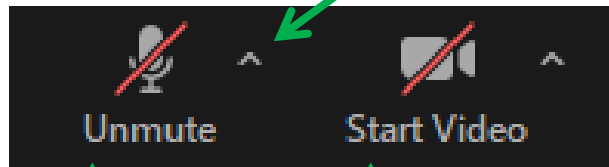
1. Click on the drop-down menu between the mic icon and video (webcam) icon.

Click on **Audio Settings** (very bottom of the menu). A new window will appear. Inside this window, click on each of the **blue buttons** to check your sound and mic.

2. Make sure that your mic and video icons are clicked off when not in use.

3. Activate the Participants window and Chat window by clicking on their two representative icons.

4. When you know your mic is working please click on the checkmark (yes) in the reactions window.





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# Introduction to Online Learning

Graduate Programs in Education

Sean McCausland & Ross Plattel  
Werklund School of Education

# Who are we?

**Sean McCausland, Ross Plattel** - E-Learning Support and Administration

- [disthelp@ucalgary.ca](mailto:disthelp@ucalgary.ca)

## **Our role as support personnel:**

- to facilitate your use of D2L and Zoom through answering questions about their features
- to assist with technical difficulties related to the use of D2L and Zoom

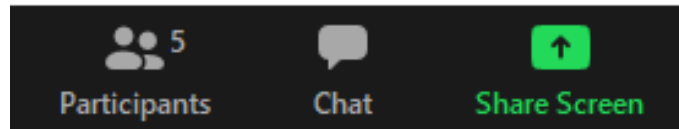
# Online Teaching and Learning



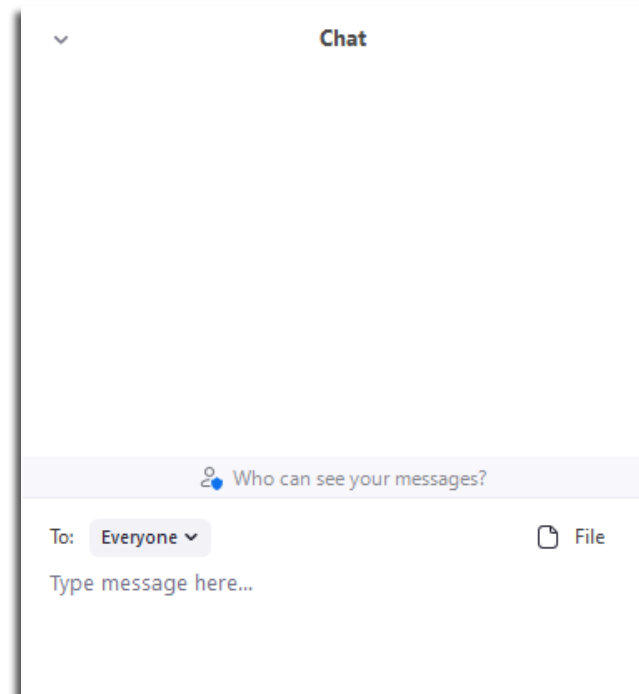
[https://www.youtube.com/watch?v=yObcMi\\_0du0&feature=emb\\_title](https://www.youtube.com/watch?v=yObcMi_0du0&feature=emb_title)

# Online Learning: The Basics

Question: How has your experience been online in meetings, teaching and learning?



Answer in the chat 😊



## Session outcomes

We hope that, by the end of this session, you will:

- Know what tools you need in order to optimize your online learning experience
- Have a better understanding of how D2L & Zoom are used to learn online in Graduate Programs in Education
- Be familiar with the resources and supports that are available to you

# Optimizing your online learning experience

- Recommended hardware and software
- Setting up accounts and software





# Recommended Technology



- Full computer (Windows or Mac recommended)
  - Your computer should have a built-in or peripheral microphone. Camera is optional, but recommended
- High speed Internet connection
- Essential software to learn online:
  - Microsoft Office (Provided by the UofC through Office 365)
  - At least one of the recommended web browsers (Firefox, Opera, Edge, Chrome)
  - Zoom Program/App Installed



# Full computer

- A full computer is one that is not running a tablet-based or smartphone-based operating system (OS), but a full computer OS.
- Full computers tend to be laptop and desktop computers.
- A Windows computer or a Mac is highly recommended.
- Tablets like iPads and Android-operated devices are compatible, but not fully capable of running the websites and other programs you will need.

System requirements for Zoom: <https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>

System requirements for D2L:  
<https://d2l.ucalgary.ca/d2l/systemCheck>

# Microphone/Video Options

- You will need, at minimum, a microphone to participate in your Zoom classes.
- Consider using earbuds or a headphones with your built in microphone.
- A video camera isn't required for class, but does help with the online learning experience for everyone!



# Microphones

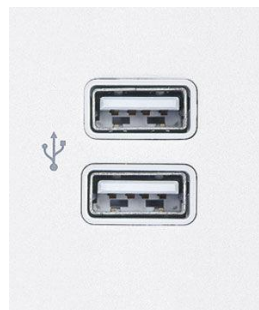
Get the best compatible headset for your computer if you don't have a built-in microphone.

We recommend a USB headset with a microphone.

- More consistent than older, analog headsets
- Bluetooth/wireless headsets are fine, but ensure that they have a full charge before you begin your Zoom session.



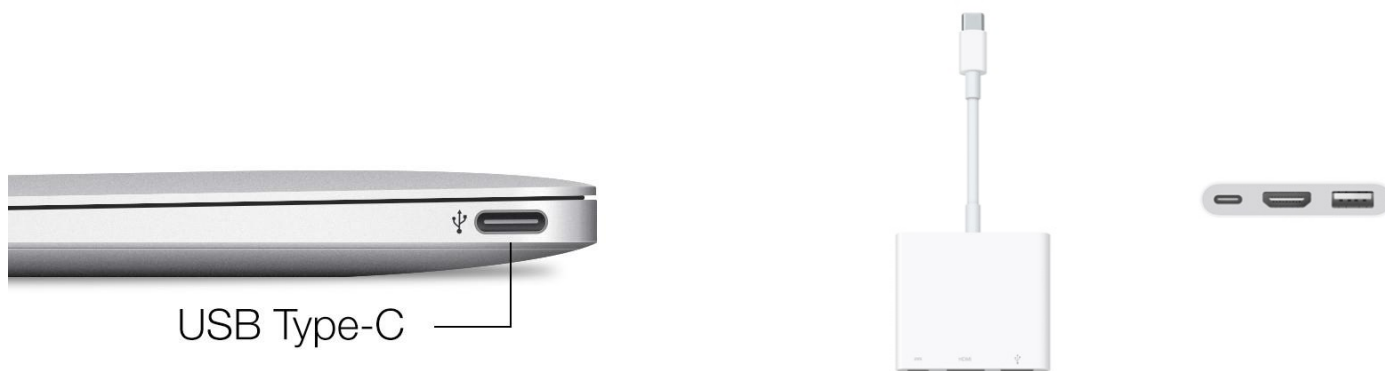
USB Type A Connector



USB Type A Port and USB Symbol

# Note on New MacBooks and Similar PCs

- Some newer MacBooks and PCs have USB type “C” ports on them - not type A (*shown in previous slide*).
- Because of this, you may need to buy an adapter to be able to plug in a USB headset.



# Analog Headsets

- Analog headsets may still be used. However, be aware of the types of plugs on computers, depending on the model and age.
- Older laptops and most current desktop towers feature two jacks for a headset and mic.
- These two jacks may be colored green and red (or pink), and labeled with a headset icon and a mic icon, respectively.



# Analog Headsets Cont'd

- Newer Windows laptops, and almost all Macs, use a single jack for both headset and Mic. This is similar to the jack on a smartphone or tablet.
- These will all be the standard 3.5mm size.
- Music earbuds with a mic will work, but we recommend higher-end headsets and mics (e.g., ones for gaming consoles). They are more reliable than the music earbuds.
- These will have what's called a TRRS Connector, which has 3 black rings on it.



# Bluetooth or Wireless Headsets

- If your computer, tablet or smartphone has Bluetooth, this is also an option.
- These tend to be anything from earbuds to over earpieces.
- There is always a possibility of interference, but modern Bluetooth tends not to have as many audio issues for long term use.
- Be aware of the headset's battery life, and whether or not it will continue for the class's duration.





## 2<sup>nd</sup> Monitor



thank you for  
changing my life



i'm literally a second  
monitor

- If you have the ability to use a 2<sup>nd</sup> display it will greatly help with online learning. Especially for live lectures.
- Allows you to have Zoom open to view the class while doing work on the 2<sup>nd</sup> display.
- There are many ways to connect a 2<sup>nd</sup> display depending on your device (too many to cover in this presentation), so feel free to contact us if you have any questions about setting this up.

# High Speed Internet Connection

- For online learning, a minimum speed of 5 mbps (Download) is recommended for ease of use of software and online services.
- A speed of 25 mbs (Download) is highly recommend for a comfortable online learning experience.
- These speeds are advertised by your service provider but should also be tested on your computer through this site: <http://www.speedtest.net/>



# Sharing your Internet Connection

Other devices using your Internet connection can slow down your connection and impact Zoom's performance.

While it's not always possible, we recommend that you ***try*** to minimize household use of streaming (e.g. Netflix, Disney+, YouTube), gaming, file sharing, and other high bandwidth activities while you are in a Zoom session.

("Try" is the key word... we realize it's sometimes challenging to make this happen.)

# Recommended Software

**Office Pro Plus:** students receive free access to software including Word, Excel, PowerPoint, and Outlook. Download Office by visiting <http://office365.ucalgary.ca>.

Getting Started Guide to Making your UofC IT account:

[https://ucalgary.service-now.com/it?id=kb\\_article&sys\\_id=86e7438013753ac06f3afbb2e144b031](https://ucalgary.service-now.com/it?id=kb_article&sys_id=86e7438013753ac06f3afbb2e144b031)

## Browsers recommend:

Firefox



Opera



Edge



Chrome



# Popup Blockers

- Make sure you have the browsers' popup blockers add an exception for d2l.ucalgary.ca
- This will allow you to successfully access links to Zoom and course content.

## Firefox



<https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>

## Opera



<https://www.opera.com/case-studies/how-to-block-ads-and-pop-ups>

## Edge



<https://allthings.how/how-to-enable-or-disable-pop-up-blocker-in-microsoft-edge/>

## Chrome



<https://support.google.com/chrome/answer/95472?hl=en>

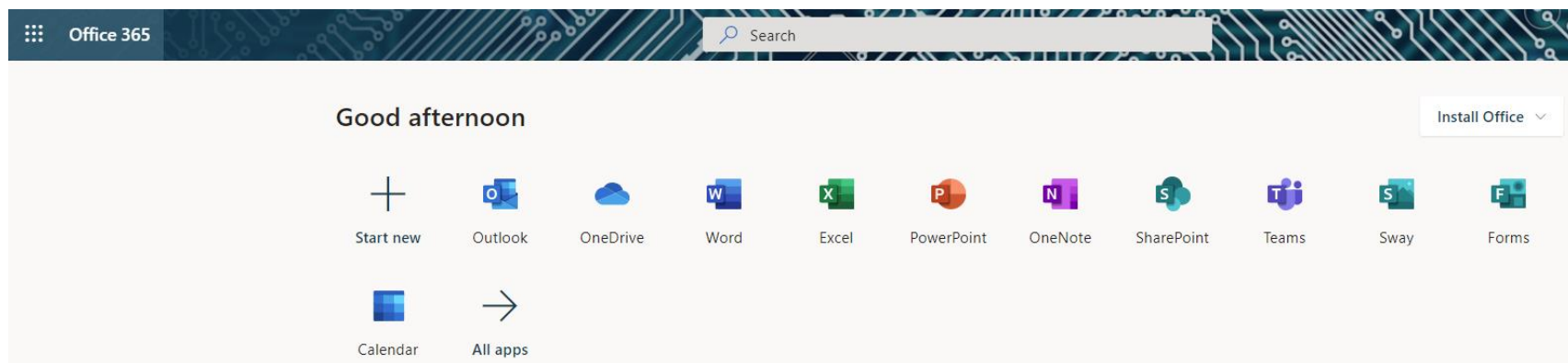
# UofC Webmail and Outlook Office 365



- <https://office365.ucalgary.ca/>
- We recommend using these applications for communicating with classmates and instructors. They are effective in keeping out spam and providing a more consistent and reliable online communication experience.
- You can add Outlook Office 365 to the Microsoft Outlook App on iOS and Android, and on Windows 8 or 10 by using the Microsoft Exchange Account option.
- For the full guide to get started with IT, and to use these applications, go here:
  - <https://ucalgary.service-now.com/it>

# Office 365 UofC Page

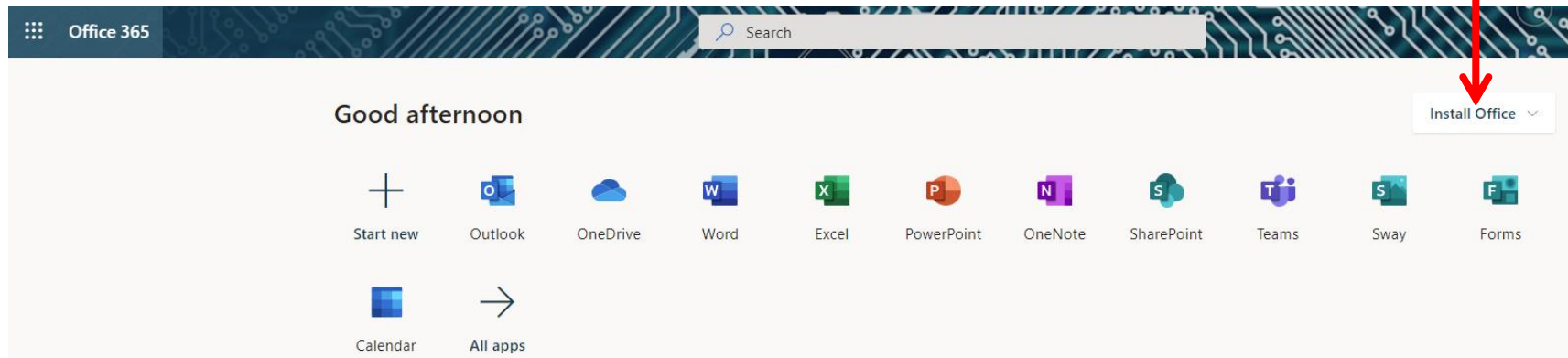
- Here on the main Office 365 ([office365.ucalgary.ca](https://office365.ucalgary.ca)) page you can access web-based versions of its core apps. (Your number of available applications will vary depending on your enrollment in classes or if you are a TA/Staff).
- You can use the search tool to search all uploaded files on your One Drive.



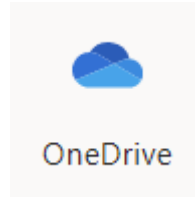


# Office 365 UofC Page

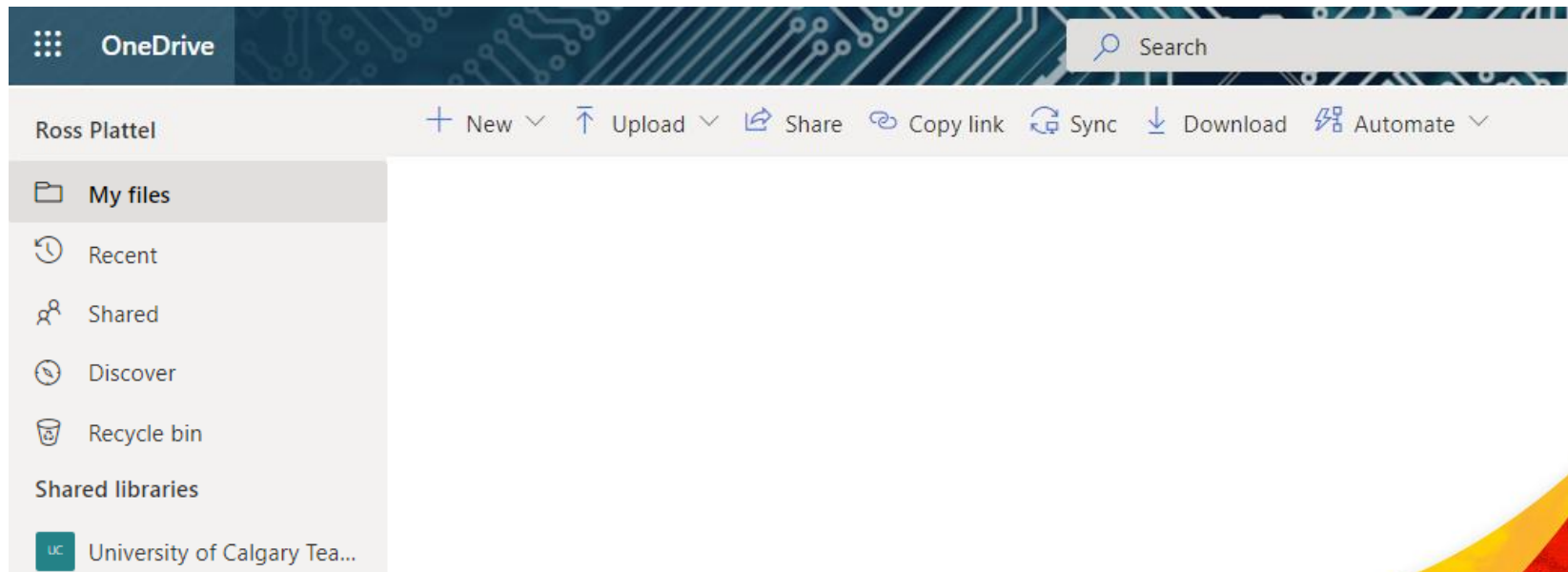
- You can also download the core Office Suite using the “Install Office Button” to your Windows or Mac computer.
- On iOS and Android these apps can be downloaded individually through the App Store and Play Store.



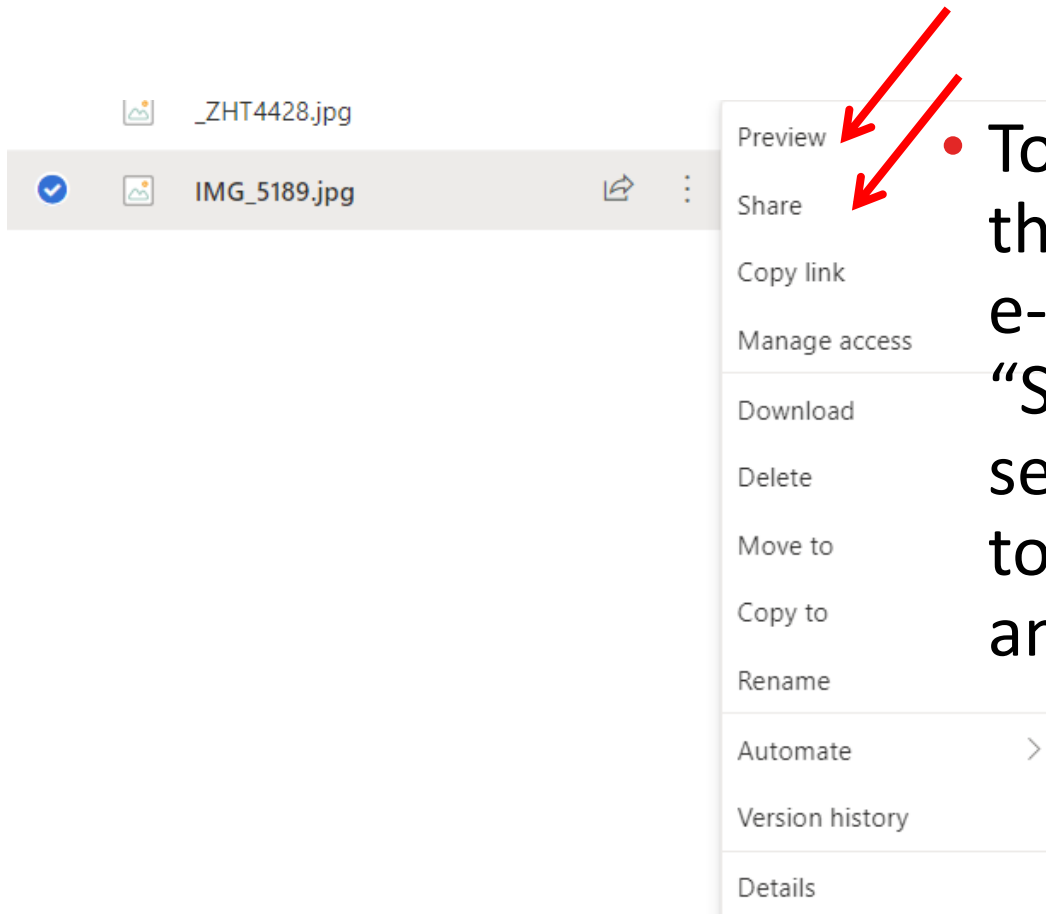
# One Drive



- OneDrive is the cloud storage system for your online files. Here you can save all of your class work documents, edit them online, and also share large files using links instead of trying to attach large files to e-mail.

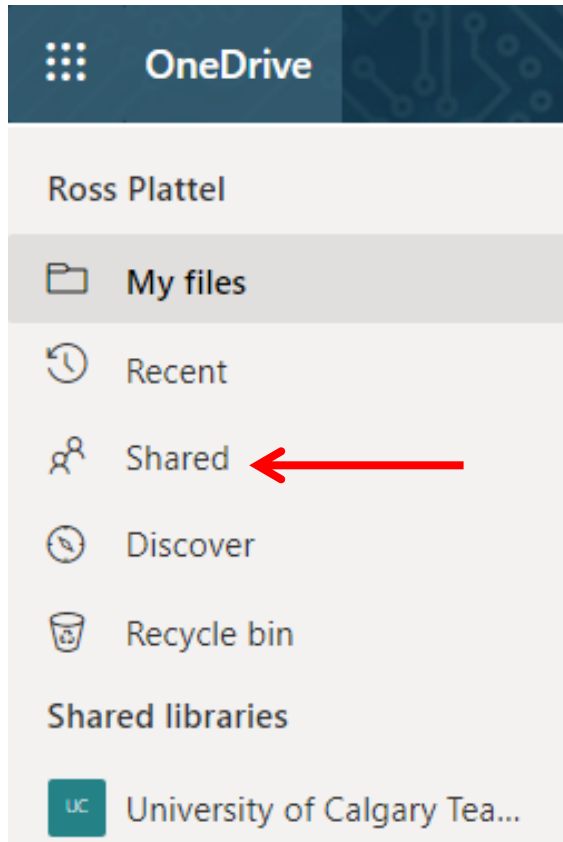


# Sharing a Link to a File



- To create a link to a file that you can send by e-mail you can click on “Share” to directly send it or “Copy Link” to copy a link to add to an email.

# Removing Shared File Access



- Going to Shared on the main menu, you can see all your shared files and remove access to files previously shared via a link or if you have given direct access to another user.

# Download & Install Zoom

We strongly recommend that you download and install Zoom as opposed to just running it from your browser. Screen sharing and other features are easier to access through the program.

Download Zoom at:

<https://zoom.us/support/download>



# Using D2L/Zoom in your courses



## D2L/Zoom as Learning Tools

D2L is used for asynchronous activities that may include:

- Accessing course content
- Participating in discussions
- Submitting assignments



Zoom is used for real-time synchronous sessions where you may:

- Take in lecture material that your instructor presents
- Present to your fellow students

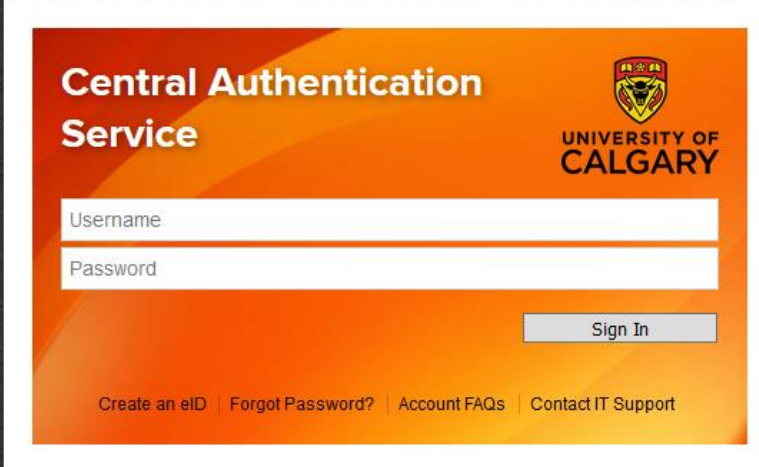




# D2L

DESIRE2LEARN

- <https://d2l.ucalgary.ca/>



The screenshot shows the Central Authentication Service login page for the University of Calgary. The page has an orange gradient background. At the top left, the text "Central Authentication Service" is displayed in white. To the right of this text is the University of Calgary logo and name. Below the title, there are two white input fields: "Username" and "Password". A "Sign In" button is located to the right of the password field. At the bottom of the page, there are four links: "Create an eID", "Forgot Password?", "Account FAQs", and "Contact IT Support".

# A second way to access what you need

- UofC Homepage Top Dropdown Bar
- If you click this red arrow on the home page:



Future Students ▼ Current Students ▼ Alumni & Donors ▼ Research Faculty & Staff About UCalgary ▼

- You will then find the following Quick Access menu with My UCalgary, your Webmail and D2L!



My UCalgary

Webmail

D2L

ARCHIBUS

IRISS

Faculty Websites ▼



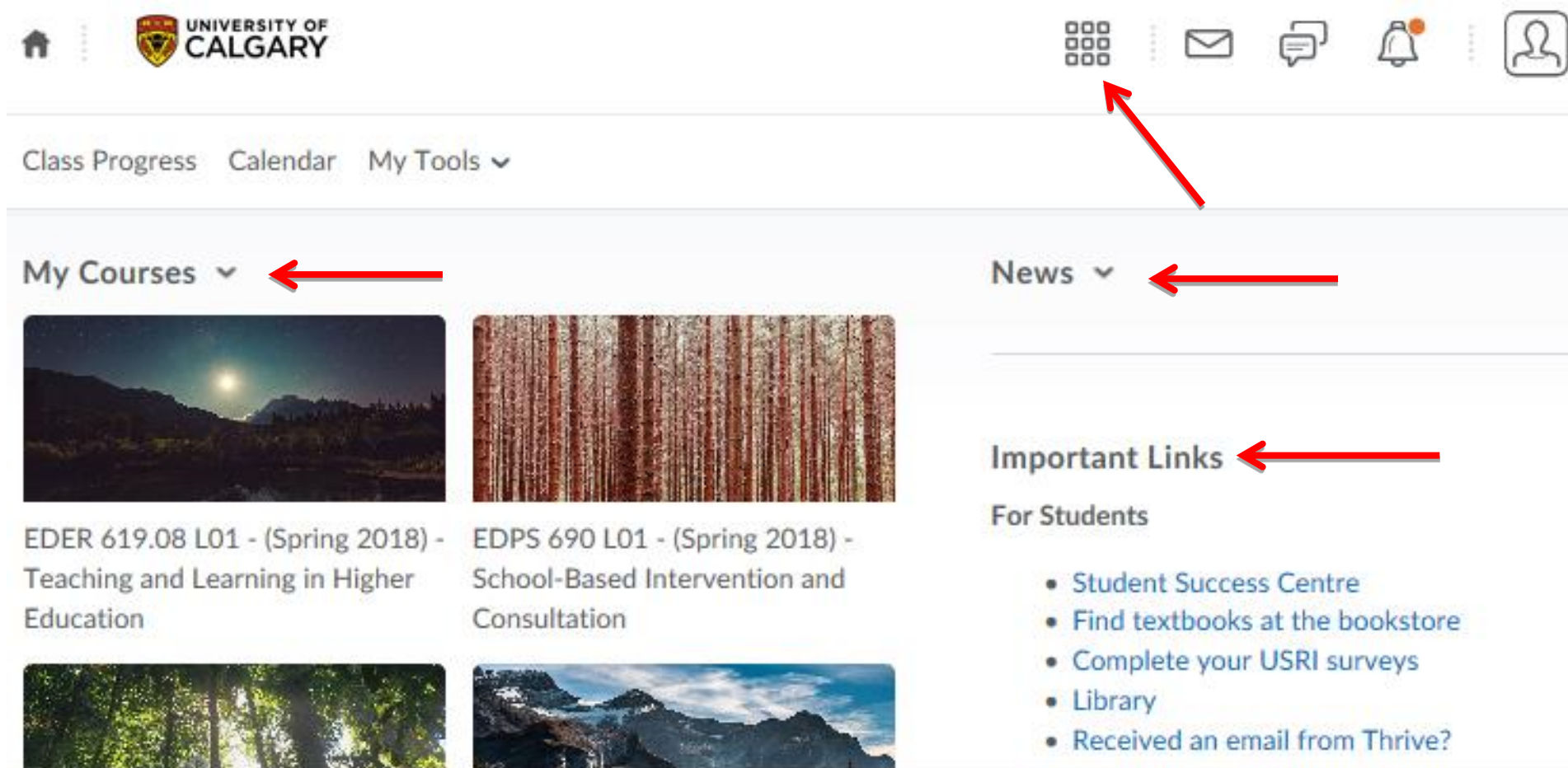
Information Technologies  
Human Resources  
Careers

Giving  
Library  
Bookstore

Active Living  
Continuing Education  
Go Dinos

UCalgary Maps  
UCalgary Directory  
Academic Calendar

# Finding Courses and Tutorials on D2L



The screenshot shows the D2L LMS interface. At the top, there is a navigation bar with a home icon, the University of Calgary logo, and a grid icon. Below the grid icon are icons for email, chat, notifications, and a user profile. A red arrow points to the grid icon. Below the navigation bar, there are links for 'Class Progress', 'Calendar', and 'My Tools'. The main content area is divided into two columns. The left column has a 'My Courses' dropdown menu with a red arrow pointing to it. Below this are two course cards: 'EDER 619.08 L01 - (Spring 2018) - Teaching and Learning in Higher Education' and 'EDPS 690 L01 - (Spring 2018) - School-Based Intervention and Consultation'. The right column has a 'News' dropdown menu with a red arrow pointing to it. Below this is an 'Important Links' section with a red arrow pointing to it. Under 'Important Links' is a 'For Students' section with a list of links: 'Student Success Centre', 'Find textbooks at the bookstore', 'Complete your USRI surveys', 'Library', and 'Received an email from Thrive?'.

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Class Progress Calendar My Tools ▾

My Courses ▾

EDER 619.08 L01 - (Spring 2018) - Teaching and Learning in Higher Education

EDPS 690 L01 - (Spring 2018) - School-Based Intervention and Consultation

News ▾

Important Links

For Students

- [Student Success Centre](#)
- [Find textbooks at the bookstore](#)
- [Complete your USRI surveys](#)
- [Library](#)
- [Received an email from Thrive?](#)

# You can navigate your D2L course mainly through the navigation bar

Course Home Content Calendar Discussions Communication ▾ Assessments ▾ My Tools ▾

Your course outline and other information are generally in the Content section

These are some of the most frequently accessed menus, and you'll also see them appear within the menus on the right.

News

Classlist / Email

Discussions

Chat

Groups

Online Rooms

Dropbox

Grades

Quizzes

Self Assessments

Surveys

Calendar

Class Progress

Blog

ePortfolio

Glossary

System Check

Checklist

Self Registration

LOR



zoom

# Creating a Personal Zoom Account

We encourage you to create a Free Zoom account using your @ucalgary.ca e-mail address! This will allow you to:

- Create meeting rooms for you and your colleagues to collaborate on projects/etc.
- Test out the features in Zoom before you present in class.
- Record a presentation and upload this to D2L

**NOTE:** *if you desire to edit your presentation, contact us and we can inform you about using **YuJa** – a software that the UofC has a license for.*

# D2L & Zoom Tutorials

eLearn @ UCalgary is a fantastic resource for students.

**Bookmark me!**

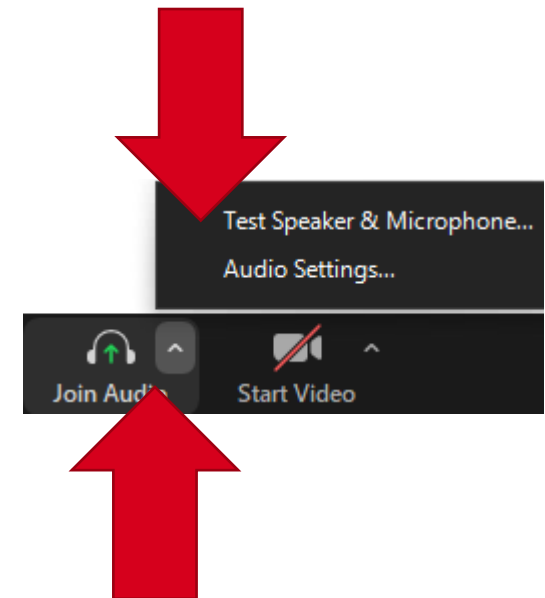
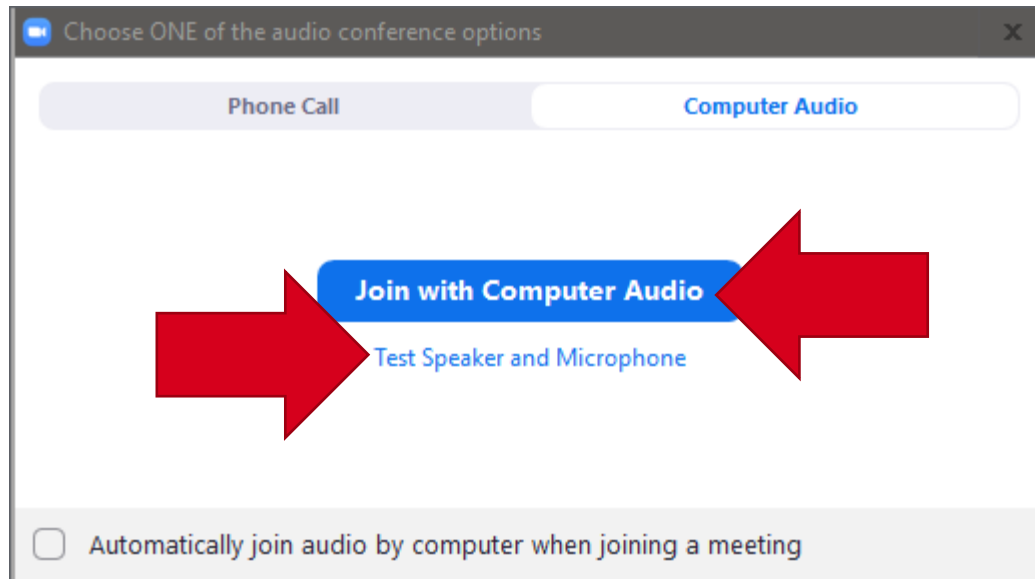
**<https://elearn.ucalgary.ca/>**

View on demand tutorials and videos on how to use D2L, Zoom, and more.

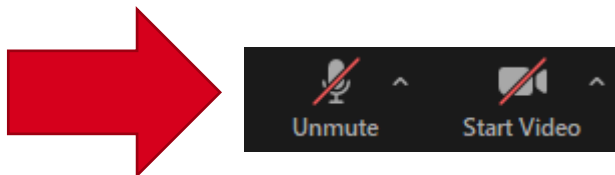


# Tips on using Zoom

Test out your microphone and video (optional) before or when you first arrive for class.

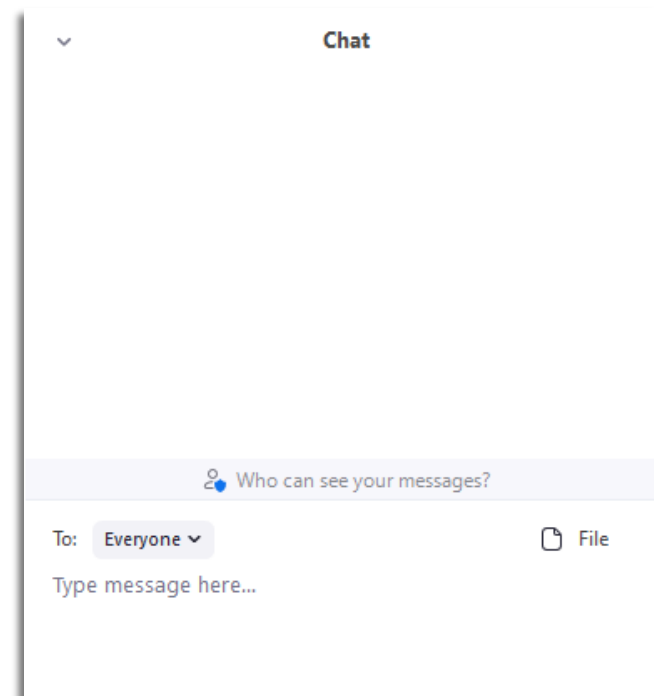
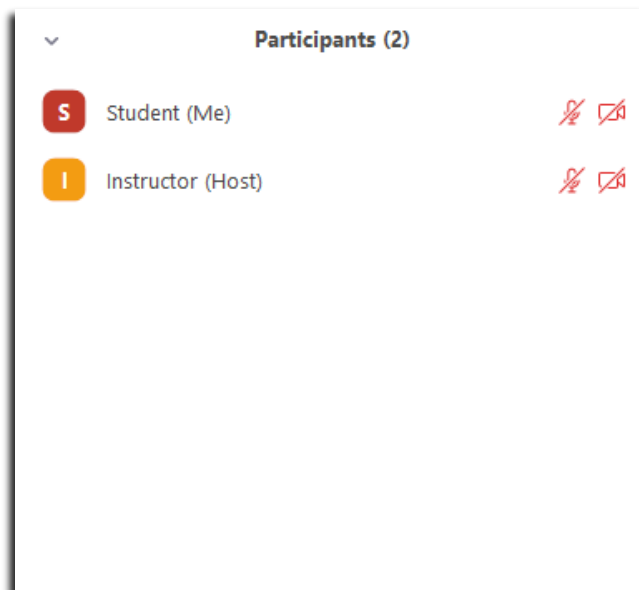
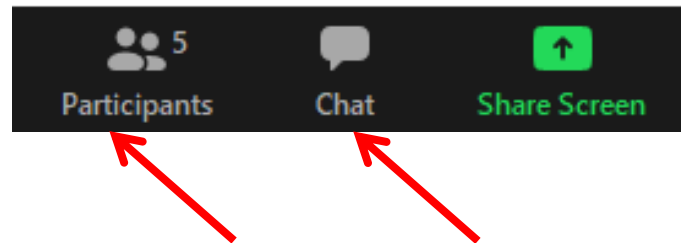


**Then mute your mic.** You will have opportunity to use it for asking questions or making comments during a typical class session, but having it muted by default will prevent a cacophony of different sounds.



# Tips on using Zoom

Open up the chat and participant window when you first arrive. These aren't open by default!



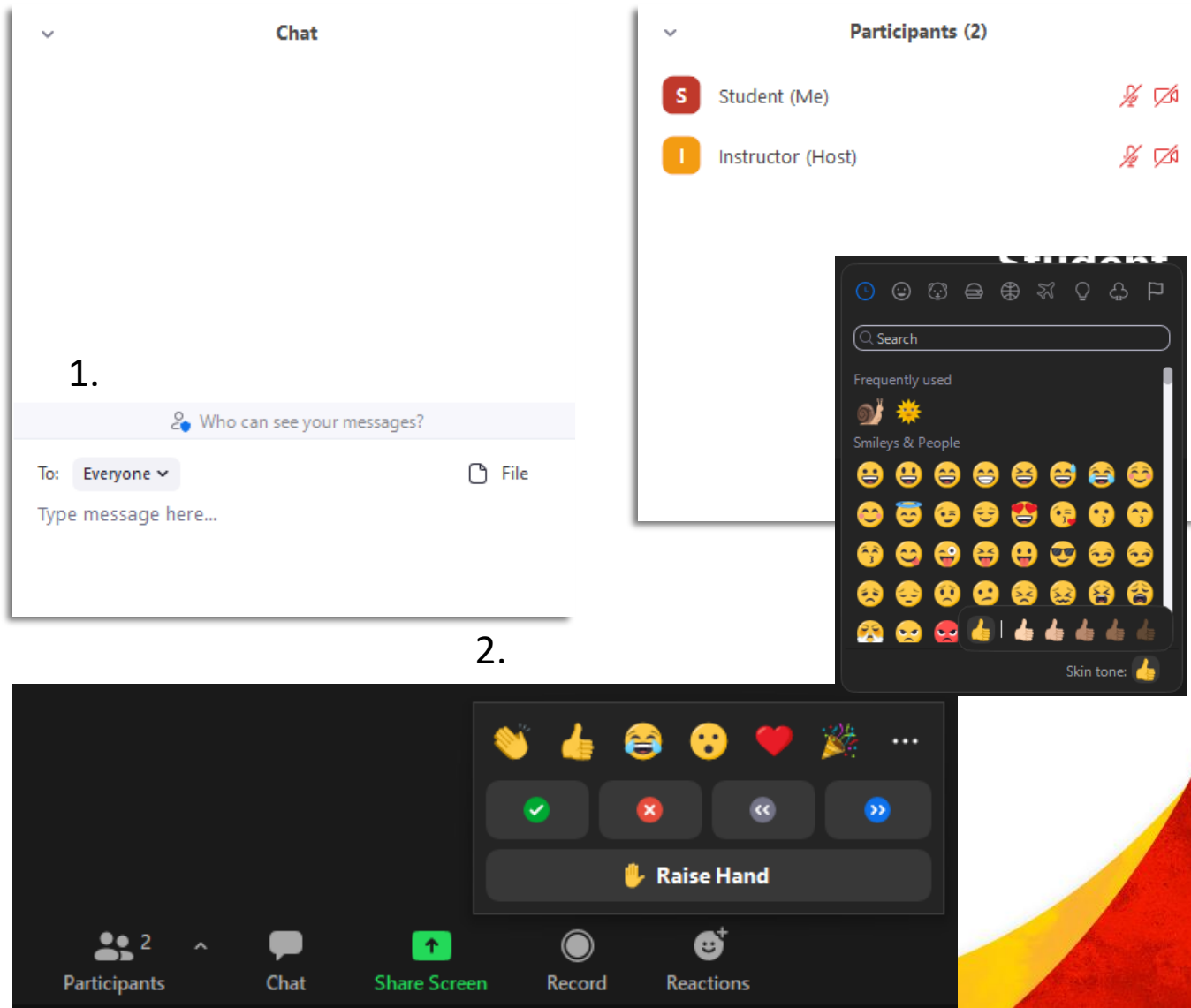
# Chat and Participant Tools

1. In the Group chat window, you can send private messages to individuals by using “To:” and choosing a name from the list.

*(see connected image - right)*

2. Also, if you want to display signs or emojis in the Participants window – next to your name – you can raise your hand at the bottom of the Zoom window under

**Reactions.** *(see connected image - right)*



# Need Help?

**Werklund Disthelp: [disthelp@ucalgary.ca](mailto:disthelp@ucalgary.ca)**

- Sean McCausland and Ross Plattel
- Generally available after 5 p.m. on weekday evenings
- Main source for Zoom questions
- Help navigating D2L

**IT Support: [itsupport@ucalgary.ca](mailto:itsupport@ucalgary.ca) / 403-220-5555**

- Check their website for operating hours.
- Get help with your IT account, Office, and more.

# Questions & Comments

- Any final thoughts?
- Questions?
- Comments?



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**Thank you for attending!**