Faster “drag-and-drop” editing just one of convenient upgrades

This summer, KU will be upgrading to Version 9.1 of Blackboard, for use during the fall semester. You’ll notice many differences with this improved software. Some of the highlights include the ability to “drag-and-drop” when rearranging a page, faster editing in content areas and significant improvements to the Assignments feature.

Drag-and-drop arranging in your Bb site means that you’ll be able to move navigation buttons around, reorder announcements any way you like, and quickly move content within folders. The reduced number of mouse clicks alone is a wonderful part of this package. Your course sites will also look neater because navigation buttons for empty content areas will not be available to students. Once you add something to that area, the button will automatically appear.

One change that may be confusing, initially, is that the Control Panel is no longer on a separate page. Instead, instructors will have access to course creation tools right from the page where they’re working, extending the Edit/Toggle capabilities already available.

In addition, when you click the Submit button to add content or modify the site, a confirmation bar (“Success”) will show up on the page, rather than requiring you to click past a separate OK page.

Finally, you may have already heard that the Digital Dropbox is going away, and it’s true. If you’ve been using it for students to submit assignments, you’ll need to look for other options. However, downloading assignment files is a snap with this feature.

Watch for more information about Bb 9.1 coming soon!

Who We Are

Skillset is a joint publication of Instructional Services at the KU Libraries and Instructional Development & Support, and appears five times a year (February, May, August, October and December). For more information and PDF versions of back issues, see the online archive at skillset.ku.edu.

Instructional Services

www.lib.ku.edu/instruction

Instructional Services helps the campus community use technology and information for teaching, learning and working. As an Information Services program, we offer instructor-led instructional opportunities on both teaching and information literacy topics that promote the development of critical thinking and research skills. We provide scheduled workshops, in-class instruction for KU courses, custom training for departments and groups, and consulting services for individuals.

Contact us at training@ku.edu or 785-864-0410 to learn more or set up a consultation.

Instructional Development & Support (IDS)

www.ids.ku.edu

Think of us as “the learning environments group.” We oversee classroom technologies, provide assistance with online tools such as Blackboard, and consult with faculty and other teaching staff about instructional technology use. We also offer help and training on digital photography and video production. IDS maintains a circulating equipment pool with items to support teaching activities, such as data projectors, DVD players and digital cameras. We offer workshops and seminars frequently throughout the semester, and our staff members also meet individually with instructors to accommodate busy schedules. Call, e-mail, or stop by—we’re ready when you are!

Contact IDS at 785-864-2600 or ids@ku.edu to learn about designing instruction that takes advantage of a wide variety of innovative teaching strategies and available-right-now technologies.

IDS is located directly across from Anschutz library, in the southeast corner of Budig Hall. Offices are in room 4 Budig Hall, and workshops are in room 6.

Registration Required

Computing workshoreshops are free to KU students, staff and faculty, but they require registration.

To register or find out more, visit www.infotraining.ku.edu, e-mail training@ku.edu, or call 785-864-0410. You must be confirmed by phone or by e-mail to attend the workshop. If you try to register for a class and it is full, be sure to add your name to the waiting list. You will be notified by e-mail if a space in that workshop becomes available. Workshops are offered on a schedule based on demand, so check the Web site for additions throughout the semester.

KU Information Technology

Updated Customer Service Structure Better Serves Campus Needs

By KU Information Technology

Last summer, KU Information Technology updated their Customer Service Center (CSC) to better serve campus needs. The CSC is now positioned to provide more in-depth troubleshooting for users and a higher level of service. The CSC has a manager, three full-time staff and approximately 17 employee representatives. This new setup allows the full-time staff to work side-by-side with the students to help troubleshoot and resolve issues in a quicker, more efficient manner. On average, the CSC receives more than 600 calls a week and approximately 3,000 calls/e-mails a month.

In addition to acquiring new staff, the CSC also launched the KU IT Knowledgebase. The Knowledgebase offers users access to IT-related information around the clock. Topics range from setting a forward on your KU e-mail account to configuring a student organization Web site.

Users with KU Online IDs and passwords can log in and access the system’s full content, as well as submit a trouble ticket to IT detailing what issue they’ve encountered and requesting assistance. Users can also return to the site to track the status of their requests. This option is ideal for those who prefer to work in the wee hours of the morning, when reaching a live person by phone isn’t an option.

Since the KU IT Knowledgebase launched in July, more than 7,500 sessions have taken place. As content is added and updated, KU IT anticipates that even more users will take advantage of this self-service option.

The KU IT Knowledgebase is available 24/7 for users needing assistance at http://Knowledgebase.ku.edu. However, if personal assistance is needed, the KU IT Customer Service Center is available to offer assistance—864-8900. A complete listing of ICT CSC hours can be found on the home page of the KU IT Knowledgebase.

Skillset under new management fall 2010

Starting with the back-to-school issue in August, Karen Nicholas, communications manager for KU IT, will take over as editor of Skillset. The change will help maintain the newsletter’s focus on technology and tech training available to KU faculty, staff and students.


Karen Henry served as editor of “Driver’s Ed” from 1997 to 2001; Sarah Kanning has edited the newsletter in its various forms since 2001.
### Instructional Development

**Blackboard Strategies and Tools**
- **Bb Strategies and Tools**
  - Wed Jun 2: 1:30 PM - 3:30 PM 6 Budig
  - Fri Jun 4: 1:30 PM - 3:30 PM 6 Budig
  - Thurs Jun 10: 1:30 PM - 3:30 PM 6 Budig
  - Fri Jun 18: 9:00 AM - 11:00 AM 6 Budig
  - Tue Jun 22: 9:00 AM - 11:00 AM 6 Budig
  - Wed Jun 30: 1:30 PM - 3:30 PM 6 Budig
  - Thurs Jul 22: 9:00 AM - 11:00 AM 6 Budig
  - Wed Aug 11: 1:30 PM - 3:30 PM 6 Budig
  - Fri Aug 13: 1:30 PM - 3:30 PM 6 Budig

**SoftChalk LessonBuilder**
- **SoftChalk LessonBuilder**
  - Wed May 5: 10:00 AM - 11:00 AM 6 Budig
  - Tue Jun 15: 10:00 AM - 11:00 AM 6 Budig
  - Mon Jul 19: 2:00 PM - 3:00 PM 6 Budig

### Research & Libraries

**Community of Science**
- **Community of Science**
  - Wed Jun 14: 10:00 AM - 11:00 PM AIC

**Endnote**
- **Endnote X3: Libraries & Databases**
  - Tues Jun 8: 11:00 AM - 12:30 PM AIC
- **Endnote X3: Cite-While-You-Write**
  - Thurs Jun 10: 11:00 AM - 12:30 PM AIC
- **End Note I: Download Endnote & Database Citations**
  - Fri Jun 11: 12:00 PM - 1:00 PM Edwards Campus
- **End Note II: Bibliographies & Word**
  - Fri Jun 25: 12:00 PM - 1:00 PM Edwards Campus
- **Endnote X3: Power Hour**
  - Tues Jul 20: 9:00 AM - 10:00 AM AIC

**Scholarly Research Web & Web 2.0**
- **SPSS I: Getting Around**
  - Thurs Jun 10: 12:30 PM - 2:30 PM 419 Watson
- **SPSS II: Building Skills**
  - Tues Jun 15: 12:30 PM - 2:30 PM 419 Watson
- **Online Research: Databases, Websites & Search Engines**
  - Fri Jun 11: 12:00 PM - 1:00 PM Edwards Campus
- **Web 2.0 & Academic Research**
  - Fri Jul 9: 12:00 PM - 1:00 PM Edwards Campus
- **Zotero: Citing Your Sources**
  - Thurs Jul 23: 9:00 AM - 10:30 AM AIC

### Graphics/Web Authoring

**InDesign**
- **InDesign: Introduction**
  - Thu Jul 29: 1:00 PM - 4:00 PM Budig

**Photoshop**
- **Photoshop: Introduction**
  - Mon Jul 26: 1:00 PM - 5:00 PM Budig
- **Photoshop: Intermediate**
  - Wed Jul 28: 1:00 PM - 5:00 PM Budig

**KU Web Template: Hands-on**
- **KU Web Template: Hands-on**
  - Tues Jun 29: 9:00 AM - 12:00 PM AIC

**Website Editing**
- **Dreamweaver: 2-day Bootcamp**
  - Wed-Thurs May 19-20: 9:00 AM - 4:00 PM Budig
- **Dreamweaver: Getting Started**
  - Fri Jun 11: 9:30 AM - 10:30 AM Budig
- **Dreamweaver: Creating Web Pages**
  - Fri Jun 11: 10:30 AM - 12:30 PM Budig
- **Dreamweaver: Effective Site Management**
  - Fri Jun 18: 9:00 AM - 11:00 AM Budig
- **Dreamweaver: Visual Design Using CSS**
  - Fri Jun 25: 9:00 AM - 12:00 PM Budig

### Office Productivity

**Access 2007**
- **Introduction**
  - Thurs Jun 30: 1:00 PM - 5:00 PM AIC
- **Queries**
  - Thurs Jun 17: 1:00 PM - 4:00 PM AIC
- **Forms**
  - Thurs Jun 24: 1:00 PM - 4:00 PM AIC
- **Reports**
  - Thurs Jul 1: 1:00 PM - 4:00 PM AIC

**Excel 2007**
- **Introduction**
  - Wed Jun 9: 9:00 AM - 12:00 PM Budig
- **Charts and Graphics**
  - Wed Jun 16: 9:00 AM - 11:00 AM 419 Watson
- **Data Management**
  - Wed Jun 23: 9:00 AM - 12:00 PM Budig
- **Functions & Data Analysis**
  - Wed Jun 30: 9:00 AM - 12:00 PM AIC

**Hawk Drive**
- **Hawk Drive: Hands-on**
  - Fri Jun 25: 1:30 PM - 4:00 PM AIC
  - Tues Jul 27: 9:30 AM - 12:00 PM Budig

**Operating Systems**
- **Introduction to Personal Computing with Mac OS X**
  - Tues Jun 8: 9:30 AM - 11:30 AM iMac Lab
- **Introduction to Personal Computing with Windows**
  - Tues Jun 8: 1:00 PM - 3:00 PM AIC

**PowerPoint 2007**
- **Introduction**
  - Tues Jun 15: 10:00 AM - 12:00 PM AIC
  - Tues Jun 22: 10:00 AM - 12:00 PM AIC
- **Intermediate**
  - Wed Jul 22: 10:00 AM - 12:00 PM AIC

**PDF for Theses & Dissertations**
- **PDF for Theses & Dissertations**
  - Thurs Jul 8: 11:00 AM - 12:00 PM AIC

**Word**
- **Word 2007: Formatting and Visual Impact**
  - Wed Jun 9: 11:00 AM - 12:30 PM AIC
  - Wed Jun 23: 2:00 PM - 3:30 PM AIC

### Connectivity/Internet/Security

**Adobe Connect Pro**
- **Adobe Connect Pro: Online Meetings, Instruction & Collaboration**
  - Thurs Jun 3: 2:00 PM - 4:00 PM Budig
  - Wed Jul 28: 9:30 AM - 11:30 AM Budig