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NAU Resources

NAU offers a variety of teaching and learning resources for faculty dedicated to improving their learning opportunities for students. These include:

- The E-Learning Center
- ITS Solution Center
- The Academic Computing Help Desk
- Assessment
- Faculty Development
- Distance Learning Services

The E-Learning Center

The E-Learning Center is dedicated to using information technology to transform teaching and learning and to better prepare graduates for the Arizona workforce. The E-Learning Center researches innovative applications of technology to the learning process, and conducts assessments of student learning experiences. The Center then applies the results of this research to benefit NAU students. The E-Learning Center is an excellent resource for faculty designing a course in Vista.

Faculty Support Line

The E-Learning Center now offers a direct Faculty Help Line for Vista and other Instructional Technology Support. Call 928-523-5554 or 866-802-5256 (toll free) during regular university business hours, or send an e-mail to elc-help@nau.edu

Training

The E-Learning Center offer regularly scheduled technology training with an instructional perspective. Watch our training pages for new training offerings on Vista, Podcasts, Blogs, Digital Video production, Effective PowerPoint, Designing for Accessibility, DreamWeaver, Web Pages from Word, WiFi (wireless internet connection), Windows Security, Photoshop, Flash, Respondus, and much more! Sign up for a training session any time: <http://www.nau.edu/elearning/training>. Please suggest more topics you'd like to see covered or ask for a tailored training for your department or work group.

New Tools

Illuminate, TurnItIn, and StudyMate are several of the new tools E-Learning has licensed for faculty use, and we will be offering training on them in the near future. Illuminate is a synchronous video and audio conferencing tool that works with Vista. TurnItIn is a tool to foster academic integrity among students who submit writing

assignments. StudyMate is a tool that makes it easy to create interesting, interactive activities from existing course content. If you are interested in learning more about these tools you can sign up for scheduled workshops at <http://www.nau.edu/elearning/training>.

Media Lab

The E-Learning Center has excellent equipment and staff trained to help you learn how to digitize video and audio, scan images, slides, and text, and to make movies and DVDs. We can also tailor a personal technology training of almost any kind to your needs. Our media group staff and student workers are happy to help. Visit the E-Learning web site at <http://www.nau.edu/elearning> for more information.

Instructional Design

Consulting services are available from the E-Learning Center's two on-staff instructional designers. They can help you think about ways to enhance your instruction for new venues like the web, or alternative ways of teaching such as cooperative learning. Visit the E-Learning web site at <http://www.nau.edu/elearning> for more information.

Multimedia Design

The E-Learning Center's creative designers can build professional looking banners and graphics for your online course, and can even build interactive multimedia modules to enhance your course. Come in and meet with them for a consultation. Visit the E-Learning web site at <http://www.nau.edu/elearning> for more information.

Assessment

Assessment is a key component of the online learning environment. It is a source of insight for determining student gains and course effectiveness. It is also used to evaluate teaching methods and materials and improve instruction. In our E-Learning programs, multiple assessment techniques are used to measure student learning gains, student engagement with course materials, student interaction, usefulness of activities and materials, and the overall quality of the course. Visit the E-Learning web site at <http://www.nau.edu/elearning> for more information.

Grant programs

Mini-grants, the Faculty Fellows program, and Faculty Mentors are available from the E-Learning Center. The grants are for curricular development, technology assessment, faculty mentoring, and faculty research related to teaching and learning with technology. The E-Learning Faculty Fellows Program provides for faculty to work with the E-Learning Center to promote and support the use of technology in teaching, learning, and research. Faculty mentors engage with two or more faculty new to E-learning to assist them with instructional and information technology principles and activities. The role of the E-mentor is to work with their colleagues to make effective and appropriate use of technology to enhance teaching and learning. Visit the E-Learning web site at <http://www.nau.edu/elearning> for more information.

E-Learning Institute

A 4-day summer conference for faculty, the E-Learning Institute features a pair of keynote speakers and several program tracks: 1) Pedagogies and Strategies, 2) Assessment, 3) WebCT Vista and Development Tools, and 4) Emerging Technologies. Visit the E-Learning web site at <http://www.nau.edu/elearning> for more information.

Other Resources

Teaching and Learning Support Services

Learn more about the wide array of quality services and resources available to faculty for assistance in developing, delivering, and assessing courses and conducting research by visiting the Teaching and Learning Support Services at:

<http://www2.nau.edu/~d-tlss/index.htm>.

You'll discover how the following organizations at NAU can help you:

- Assessment
- Faculty Development
- Information Technology Services
- Distance Learning
- Cline Library

Support Phone Numbers and Email

Depending on your needs you have several sources for help. These include the ITS Solution Center, the Academic Computing Help Desk, and the E-Learning Center Help Line. For help with hardware questions, please call the ITS Solution Center, but if you have a question about Vista and software used in teaching please call the E-Learning Center.

ITS Solution Center

The Solution Center provides basic hardware, software, and telephone support and also answers general questions regarding ITS services.

- 523-1511 (in Flagstaff)
- 888-520-7215 (toll free)
- e-mail: Ask-ITS@nau.edu
- web: www.nau.edu/its

E-Learning Center Faculty Help Line

The E-Learning Center offers a direct Faculty Help Line for Vista and other Instructional Technology support.

- 523-5554
- 866-802-5256 (toll free)
- Email elc-help@nau.edu

Academic Computing Help Desk

With the mission of supporting students, the Academic Computing Help Desk provides limited assistance for faculty during weekends and evenings.

- 928-523-9294 (in Flagstaff)
- 888-520-7215 (toll-free)

Student Resources

Here is information you may wish to have available, or even posted in your WebCT course, in case your students have any problems.

Academic Computing Help Desk

- 24/7 during the fall/spring semesters
- 928 523-9294 (in Flagstaff)
- 888 823-7215 (toll-free)
- web: <http://dana.ucc.nau.edu>
- email: help@dana.ucc.nau.edu

Statewide computer labs

NAU maintains a number of computer labs throughout the state. To view the lab locations and hours of operations, point your web browser to <http://www.nau.edu/its/swlabs/>

Logout: Students should always log out from Vista as soon as they are finished accessing their Vista course. To log out select "Logout" at the top of the Vista page every time you are finished with Vista, especially if you are accessing Vista from a computer lab. In a computer lab we also recommend that you close all the browser windows.

Student Vista Tutorial

You can add a link to the Student Vista Tutorial in your Vista course. The URL is <http://www.nau.edu/vista-students>.

Web Design

HTML authoring software

Instructors may use either of the following authoring packages:

- FrontPage 2000 or higher
- Dreamweaver 8.0 or higher

Testing

HTML Validation Software Examples:

Bobby 3.2+ (accessibility)

Dreamweaver 8.0 (accessibility, HTML)

Each completed section, lesson or module within a course should be immediately uploaded and tested. This will help to ensure that the course meets compatibility and design standards and alerts us to possible problems in a timely manner.

HTML Design

Non-HTML based documents, such as Word, PowerPoint, Excel, etc:

The E-Learning Center recommends that instructors do not use the “Save as HTML” options within Microsoft programs and WordPerfect, etc., as this option tends to jumble format settings and creates extraneous HTML that may cause problems on certain browsers & systems. The E-Learning Center offers workshops on designing for the web and using Word or Dreamweaver appropriately to build web pages. For more information visit the E-Learning Center web site at <http://www.nau.edu/elearning/training>.

File naming and storage

- Refer to standards regarding use of underscore (_), spaces between names, capitalization, etc.
- Graphics, document extensions, esp. for Mac users
- Images must be one of the following formats: .gif, .jpg, or .swg
- Images for an HTML document should be stored entirely within a directory called “images” (all lower-case letters).

Recommended font usage

Verdana
Arial

Monitor Resolution Statistics / Standards

In order to maximize screen 'real estate' for the benefit of most students, knowledge of student screen resolution is needed. Since NAU does not compile this data, several sources were used to research and recommend a standard screen resolution for web course production.

We recommend designing web courses with a minimum resolution of 800x600 in mind. The benefits of increased screen real estate outweigh the scrolling problems associated with the minority 640x480 user. Furthermore, many students running 640x480 may not be aware that their systems are capable of running a higher resolution.

NAU ITS department recommends designing for 800x600 resolution.

FrontPage Compatibility Issues Pertaining to WebCT:

Many capabilities of FrontPage exceed the functional boundaries of WebCT. In addition, some proprietary elements of FrontPage should be avoided when creating content for WebCT. The following is a breakdown of WebCT *compatible* features (good things) and WebCT *incompatible* features (bad things).

Bad things in WebCT:	Good things in WebCT:
FrontPage forms FrontPage database access FrontPage ASP Frames Themes Page Transitions Scheduled Pictures Embedded Office Documents (Excel, PPT, etc.)	FrontPage 'web' allows relative linking Tables (tags ok) Fonts (tags ok) Relative Links (tags ok) Images Image Maps Some universities are enabling instructors to work with WebCT course files 'live' with FrontPage. This appears to be a VERY GOOD thing.

Accessibility Checklist

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The basic concept for universal web development is to design for persons with disabilities and to do so in a manner that will enhance web use by everyone.

Rule 1. Anything that you develop that may cause a barrier for a person with a disability must have a workaround or alternative—see WAI content checklist. I.E. Streaming audio/video: video, description & audio, captioning.

Rule 2. Human test everything you develop with assistive technologies. It is our intention to make future AT licensing available to departments to human test accessibility issues--this will come with training and tech support.

Initial Resources:

W3C's Quick Tips for accessible web sites:

<http://www.w3.org/WAI/References/QuickTips/>

Here are direct links to WAI's Checklists and Guidelines:

Checklist of Checkpoints for Web Content Accessibility Guidelines 1.0: <http://www.w3.org/TR/1999/WAI-WEBCONTENT-19990505/full-checklist>

Web Content Accessibility Guidelines 1.0:

<http://www.w3.org/TR/WAI-WEBCONTENT/>

If you follow the aforementioned guidelines and checklist you will be designing universally.

WebCT and Accessibility

Bellow is an initial checklist for WebCT features but is not all-inclusive. [W3C/WAI](#) Content and User Agent guidelines should be followed and all web development tested.

Here is WebCT's access link:

<http://www.webct.com/service/ViewContent?contentID=1790151> (WebCT Course Design and Accessibility)

Initial Design Checklist:

1. Provide simple instructions for all students who use assistive technology—i.e. what D (descriptive) links are and when you will find them.
2. Avoid using Chat and Whiteboard for giving significant or vital course material or instructions.
3. Have all tools open in the "Same Window" when given the option.
4. Either don't use the icons or cut and paste the icon img src into the title field.
5. Provide a text alternative for all self-test questions and feedback.
6. Deliver all quiz questions one at a time with the ability to revisit, or make a copy of quizzes with alternate settings for students with self-identified disabilities.
7. Use the Discussions tool with as much division by topic as possible. With a little cutting and pasting and minor HTML knowledge you can provide a link to each thread.
8. Image database and CD-Rom tool offer excellent opportunities for making the course more exciting and accessible. (you still have to design accessibly using these tools)

9. Add Search, myGrades, myProgress and Glossary to the Home Page
10. Be sure that any link that is in the Course Menu on the left is also available from the home page or organizer pages.
11. Use Microsoft Word for text only documents—not design layout.
12. All PDF's must be saved with accessibility preference in Acrobat 5.0 or above. Here is Adobe's Access Link: <http://access.adobe.com/>
13. Try to avoid using Powerpoint presentations, but if you must here is a link for accessibility <http://www.webaim.org/howto/powerpoint>