SUPPORT PLAN FOR SPRING & SUMMER 2020

The Centre for Learning and Teaching (CLT) and Academic Technology Services (ATS) of the Dalhousie Libraries are partnering with the faculties to support the shift to online teaching for spring/summer courses.

The CLT will proactively reach out to team leads in the faculties, and individual faculty members teaching online courses, to enquire about the specific needs for moving face-to-face courses online.

ATS will be available, with extra staff in place, to support course development, technical needs, tool support, as well as training in Brightspace and other tools within the learning management system.

In addition, Dalhousie Libraries has supports detailed in Phase II. Faculties can contact ATS and CLT for support at any time.

Phase I – Course Design Support

1. CLT will reach out to the Faculties and faculty members to discuss course design or review their existing course plan. Faculty leads and individual instructors can also contact the CLT team directly by emailing clt@dal.ca using subject heading: Spring/Summer for Course ABCD1234.

2. CLT can hold virtual meetings with a faculty member, or faculty groups within a department (up to 6–8), to create or review course plans and the Course Development Strategy.

3. Support can be provided via virtual meetings in Teams, or by telephone or email. The Online Quality Guidelines is also available as an online support.

4. CLT can provide ongoing support, as needed, for faculty members both during the course development phase (see below) and while the course is running.

5. If you require specialized access to software that would normally be available in a computer lab, please send an email to support@dal.ca with the course number, software required and your contact information. Please note, not all software is also available for students. We will help to find the right solution for your course.
**Phase II – Development of the Brightspace Course Site**

1. ATS can directly support course site development efforts through a team of graduate students from across the faculties that have completed CLT’s Certificate in University Teaching and Learning program. Closely tied to the Instructional Technologies team, the students will be assigned to work on courses from their home faculty where there is demand.

2. Course site development can alternatively be conducted by the course instructor with additional support from in-faculty staff or central support coordinated by ATS and CLT as appropriate.

3. The course site developer implements the course design in Brightspace along with other tools as required.

4. A collaborative course site refinement process, using Teams for face-to-face discussions, ought to continue iteratively between the faculty member, ATS, and CLT, working in line with the instructor’s Course Development Strategy document and consistent with Dalhousie’s expectations for quality online courses as outlined in the *Online Quality Guidelines*.

5. Dalhousie Libraries provides the following supports:
   - Copyright clearance of course materials, creation of e-reading list
   - Liaison Librarian assistance with course material selection and support for students
   - Additional Distance Services

6. ATS can provide a detailed technical review of the course site to ensure optimization of different Brightspace tools (e.g. quizzes).

7. In cases where there is in-Faculty support for developing courses, ATS and CLT can provide additional support as needed.

**Phase III – Ongoing Training and Support for Instructors**

CLT can provide support for pedagogical queries as the course unfolds by email, phone or virtual meeting.

ATS coordinates all training and support for instructors on Brightspace and all other tools that enhance the online learning experience.

ATS provides:

- Virtual Drop-ins
- Training on tools (i.e., Brightspace, Panopto, Collaborate, etc.)
- Curated list of video tutorials
- Support by email

ATS can provide ongoing technical support for faculty members during the course design and site development processes. Email support@dal.ca with the subject line: *Course Site Development Request Course ABCD1234* with the Course Development Strategy document attached.