



## Education Technology Support from the Academic Practice Team in EDS

As Moodle and Mahara have been transferred to our partners at CoSector we are now in a position to refocus our attention on giving academic staff the support and training they need to make the best use of these and other educational technologies. In EDS we have a group of experienced and highly knowledgeable colleagues who are employed specifically for this purpose who will be more than happy to help in a variety of ways. Brief details are given below, but please remember: **'If in doubt – Ask!'**

Issues...	Examples...	What we do...
<b>Just in Time support for 'Academic Admin'</b>	Forgotten how to use parts of Moodle or Mahara? Want to set up a discussion forum but can't remember how? Need to release results from assessments but can't find the right button?	We can answer simple calls by email or phone (see below) or drop in and show you how to do it.
<b>Training and staff development</b>	New to Moodle, need a refresher or want an update on latest features? There's an activity you've heard about and want to try it but don't know where to start or you want to make more out of a function you've barely touched. Have a new colleague in the team that needs to get started fast or want to upskill all your teaching team?	We offer training at all levels from individual to small group and teaching teams up to and including whole department or school training days. We have a range of documentation and 'do-it-yourself' materials to support or replace face to face training.
<b>Instructional design and pedagogical support</b>	Want advice on how to use Educational Technology to engage and motivate your students? Want to make sure your Moodle sites are more than content dumps? Have a blank module and need help in designing it? Want to try more blended or flipped approaches?	We provide pedagogic advice and practical ideas for using educational technology either individually or through workshops. If you are validating (or revalidating) a course we can embed an EdTech expert in your course team.

List of technologies and software we can help you understand and use...	
<b>Main BCU EdTech systems</b>	Moodle (VLE), Mahara (e-portfolio), Turnitin (plagiarism checking), Big Blue Button (virtual classroom), Xerte (learning object creator), ScreenCast-O-Matic (screen casting and lecture recording)
<b>Other BCU systems</b>	Whilst we don't provide basic training in Office 365 (contact IT training), we can offer advice on how to make the most out of applications such as Word, PowerPoint and Sway when used to support learning, teaching & assessment.
<b>Web2.0 applications</b>	There are many free tools available on the internet including communications tools, social media platforms and audience response systems. We keep an eye on what's new and what's best – so please ask for advice.

And for the avoidance of doubt – stuff we don't do...
Our remit is academic staff support for learning, teaching & assessment, so we <b>don't</b> do: System wide administration, technical problem solving, student queries, student induction, SITS (student record system), YourCourse (validated module enrolments), timetabling or SAMS (attendance monitoring). If you aren't sure, by all means ask us in EDS first. We will triage all calls and then redirect queries we can't help with to your local SITS administrator, IT services or CoSector as appropriate, who will get back to you asap with an answer.

Finally – how to contact us...
You can contact us by email at <a href="mailto:telt.support@bcu.ac.uk">telt.support@bcu.ac.uk</a> or phone us on ext. 6330, 4071 or 5459. You can find out more details about the support offered in relation to educational technology and all other aspects of academic practice on the website at <a href="https://www.bcu.ac.uk/about-us/eds">https://www.bcu.ac.uk/about-us/eds</a> or find us in MP371.