



# Welcome to LAI Cross-Training

From Caitlin and Lauren with the Instructional Design Team



## We're about to begin recording

- I will be muting all lines.
- When we stop for questions, unmute, say your name and ask your question.
- You may also submit questions via the chat window.



# LAI Cross-Training

Supporting Instructional Continuity with the Instructional Core



# Before We Begin...

- Thank you for your continued patience, as things are constantly changing. The information in this training is current as of March 20, 1:00pm. Please check your email for the latest updates.
- This session is to review actions in Blackboard to make you more comfortable when aiding faculty. We will be collecting names and phone numbers at the end of the session for those interested in volunteering.
- If you are watching the recording of this training and would like to volunteer, please email Lauren Tidmore ([lrtidmore@gwu.edu](mailto:lrtidmore@gwu.edu)) as soon as possible to be put on the list!

# Agenda

1. Review Escalation Plan for Blackboard Assistance
2. Overview of Task
3. Review Common Blackboard Actions
  - a. Login to Blackboard
  - b. Make a Course Available
  - c. Send an Email
  - d. Create an Announcement
  - e. Upload Files
4. Review Available ITL Resources
  - a. [Instructional Continuity](#)
  - b. [Faculty Guides](#)
5. Review Technology Tool Matrix

# Escalation Plan

01	Instructional Technology Lab	<ul style="list-style-type: none"><li>• A number of operators will answer. If they are all busy, then the call goes to...</li></ul>
02	GW Solution Center	<ul style="list-style-type: none"><li>• A number of operators will answer, then the call goes to voicemail.</li></ul>
03	Instructional Design Team	<ul style="list-style-type: none"><li>• Assigned cases through <a href="mailto:instructioncore@gwu.edu">instructioncore@gwu.edu</a> and forwarded from ITL and Solutions Center.</li></ul>
04	Specific School Teams	<ul style="list-style-type: none"><li>• Instructional Designers at each school</li><li>• IT groups at each school</li></ul>
05	LAI Volunteers	<ul style="list-style-type: none"><li>• Most basic cases if overflow happens.</li></ul>

# Overview of Task

1. A call will be forwarded to you from the ITL or Solutions Center with a basic case.
2. You will answer, “Hello, my name is X, I’m here for basic Blackboard support. May I have your name and school?”
3. Log their information and ask what they need help with.
4. Walk them through the basic task in Blackboard - it’s best if they follow along on their computer.
5. If they’ve got it, great!
6. If the question gets beyond your understanding of Blackboard, say “I’m sorry, I’m only helping with basic Blackboard questions with the influx of calls. I am going to transfer you back to ITL who is dealing with more advanced questions - **202-994-0485**”



Questions?

# Review Common Blackboard Actions

1. Login to Blackboard
2. Make a Course Available
3. Send an Email
4. Create an Announcement
5. Upload Files

# Available ITL Resources

1. [Instructional Continuity](#)
2. [Faculty Guides](#)

# Technology Tool Matrix

- Feel free to use this if needed; however, if at any point a faculty member asks you a question you cannot, or do not feel comfortable answering, use the reference chart at the end of your packet.
- This document should be used as a point of reference; you do not need to distribute it to faculty.

# Next Steps...

- If you are interested in becoming a volunteer, please email Lauren Tidmore ([lrtidmore@gwu.edu](mailto:lrtidmore@gwu.edu)) with your name and office phone number.
- You will receive a handout with more information by March 23.