

Department Aide 2021

Center for Teaching and Learning (CTL)

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Table of Contents

Table of Contents	1
Department Chair/Dean Appointment	3
eCourseware Department Aide Orientation.....	4
eCourseware Training.....	4
Understanding eCourseware Course Codes	5
Knowing UofM's Banner-eCourseware System	6
Banner - eCourseware Cycle	6
Accessing Departmental Courses	7
Importing Course Content between Semesters	9
Creating Faculty Development Shells & Special Courses	11
Department Special Courses	12
Modifying Course Titles and Dates	17
Changing Course Titles	17
Modifying Class Dates.....	18
Combine Courses Request	20
Enrolling Users into Courses	21
Overview of eCourseware User Roles	23
Sharing Course Content.....	24
Content Sharing Process.....	25
Enrolling Students in Special Courses.....	25
Servicing Incomplete Students	26
Impersonating Faculty and Students	27
Service Desk Request	28
Submitting a Ticket.....	28
Call the ITS Service Desk (901.678.8888) any day of the week!	28
(Excluding Some Holidays).....	28
Important Links	28

General Information

Purpose

The Center for Teaching and Learning welcomes you to our orientation for the Department Aide (DA) role in eCourseware. This guide will highlight the appropriate and safe use of this role for your department and will instruct in how to serve as an officially appointed eCourseware Department Aide.

Audience

The Department Aide is a special eCourseware user account with its own username and password for logging into [the UofM's eCourseware site](#).

Learning Outcomes

On completion of this course, you will be able to:

- Service department courses
- Manage department special enrollments
- Impersonate specific users to troubleshoot course issues
- Locate help resources

Chapter 1: Preparation for Department Aides

The following are the requirements for each person appointed to be Department Aide.

Department Chair/Dean Appointment

- If a department chair chooses to use the Department Aide role within a department, they should request that the CTL create a DA account for them. Usually the account will have a user name for the da. [department name]; e.g., da.history.
- The chair will then appoint a staff or faculty within the department to have access to the DA account.

eCourseware Department Aide Orientation

- The appointed DA must attend a CTL two-hour eCourseware Department Aide Orientation.
- During the orientation, the DA will receive access to DA account username/password.

eCourseware Training

- The center for teaching and learning suggest that the appointed Department Aide attend regularly schedule training for eCourseware to gain additional knowledge of the system.
- The DA may also schedule fact-to-face consultations if further training is needed.

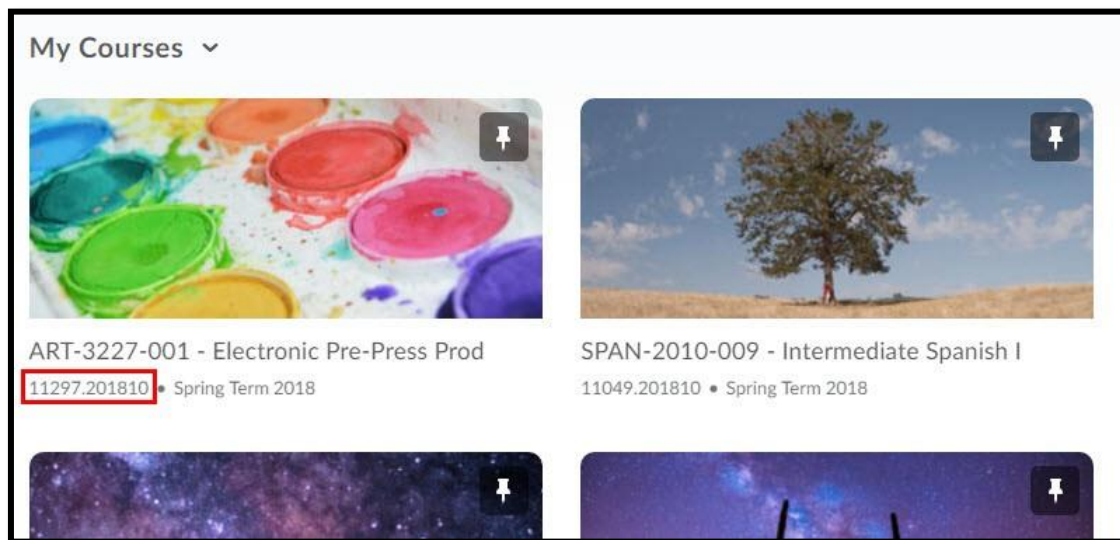
Chapter 2: Servicing Courses

The DA can service departmental courses by accessing any course, creating faculty development shells and department-wide courses, modifying course titles and dates, and helping faculty share course content.

Understanding eCourseware Course Codes

Banner and eCourseware use the same codes for indexing all UofM for-credit courses:

- The first five digits are the CRN (Course Registration Number), followed by the year and the two-digit semester code.
- The semester code is based on the beginning month of the semester in which the course is offered.
 - Spring Semester - 10 (1=January)
 - Summer Semester - 50 (5=May for all summer terms)
 - Fall Semester - 80 (8=August)
- The example below shows Electronic Pre-Press Production being offered Spring 2018 with the CRN 11297.

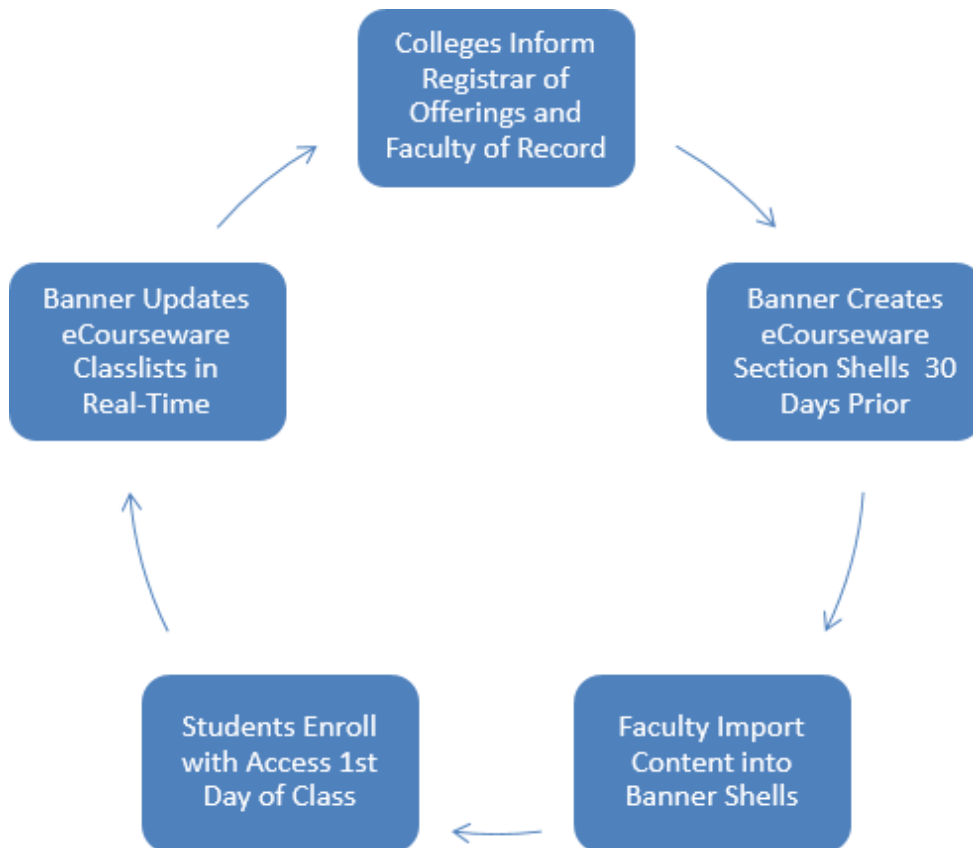


Note: Prior to Summer 2017, Course Code Formatting consisted of Year/Semester Code/CRN (i.e.: 20141023228)

Knowing UofM's Banner-eCourseware System

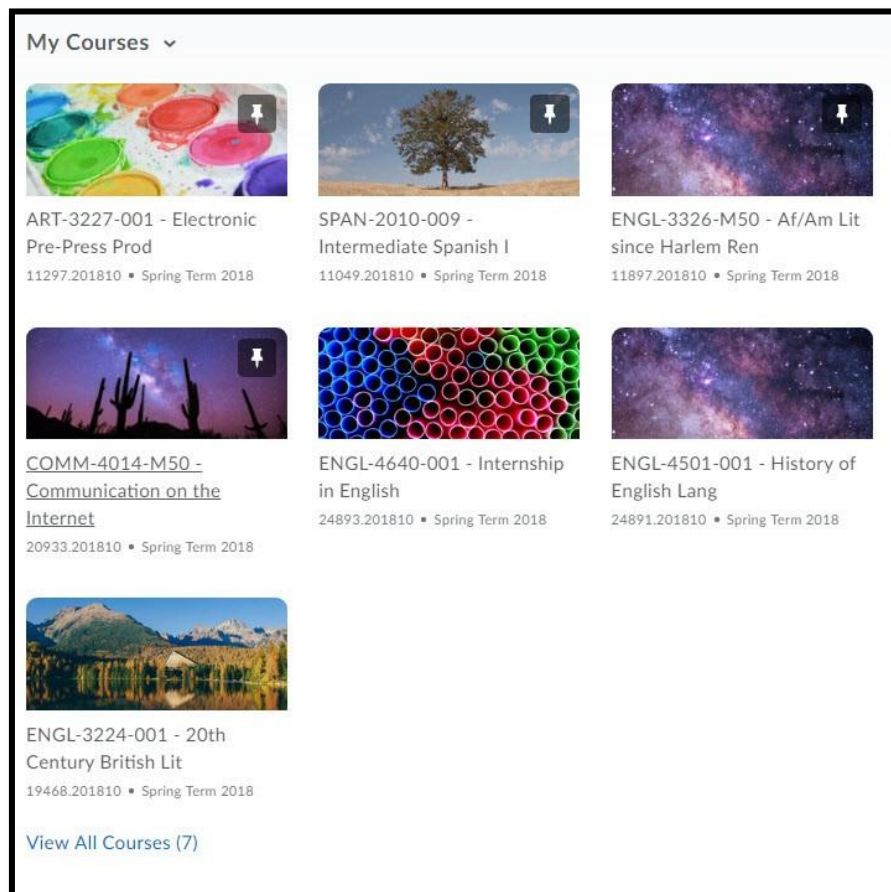
- UofM bases all our course schedule data in our Banner information system. All sections, faculty assignments, and student enrollments are managed via Banner.
- The figure below explains how the Banner course generation works.

Banner - eCourseware Cycle

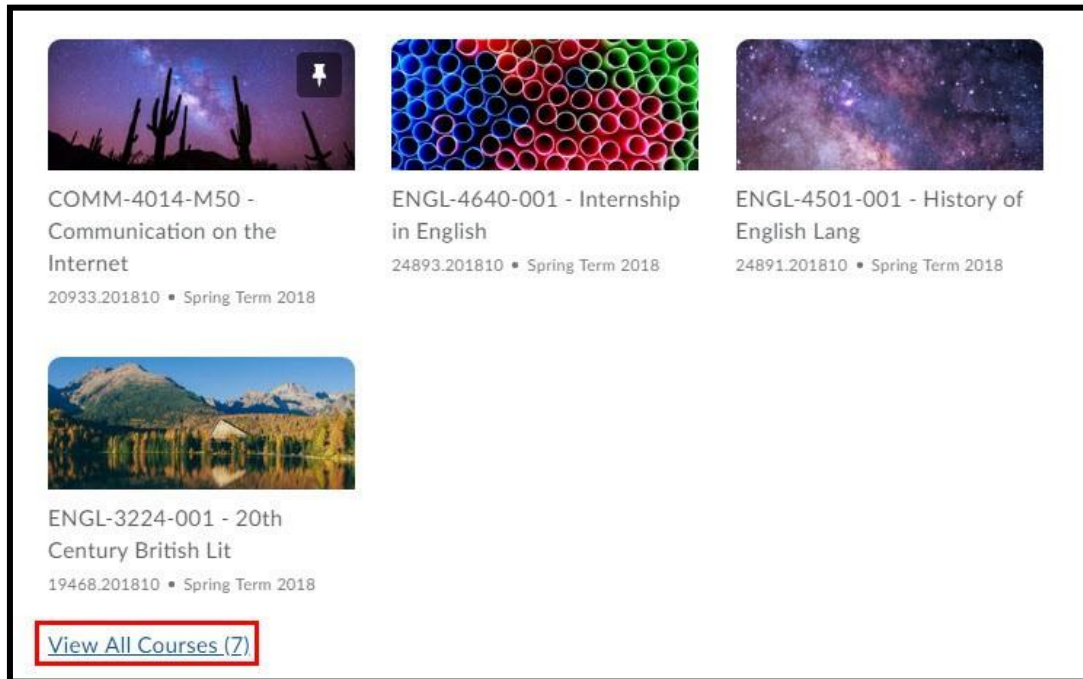


Accessing Departmental Courses

- Your DA account has access to all eCourseware courses past and present in your department. This gives you the ability to enter any course and help a faculty member with any issues in a particular course.
 - For example, a faculty member may need you to verify that students can access the final exam. You could enter the course and check Quizzes to see if the final exam is active and has the right dates selected.
- Use the **Search button** to access your courses. Since your DA account has hundreds or thousands of courses, you will not see your courses all listed on the My Home page.
 - When you log into eCourseware as a DA, on the My Home page, notice in your My Courses box that you only have a few courses listed. This allows your My Home page to load faster.

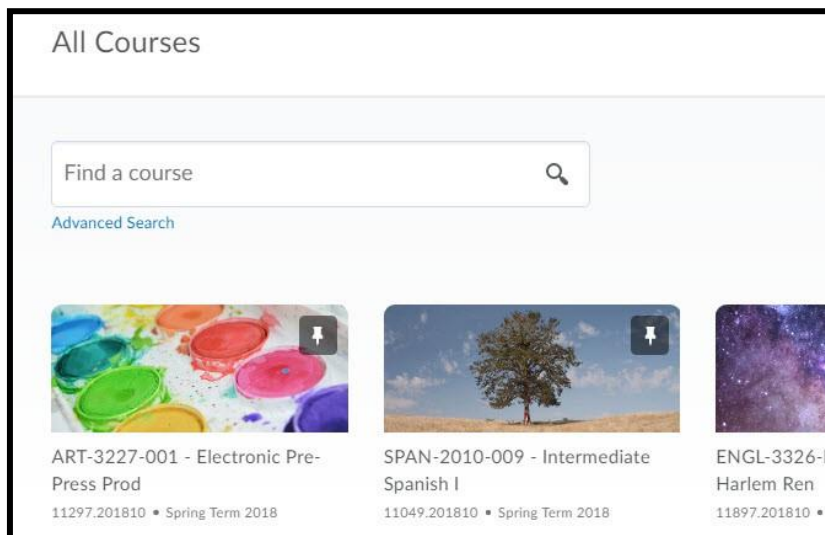


- To view your courses, click **View All Courses** at the bottom of your courses.



- You may also directly search for a course from the My Home page. If you already know the CRN number for the course, you can enter it in the Search box on the View All Courses page.

i.e.: 55880.201750



Note: Prior to Summer 2017, Course Code Formatting consisted of Year/Semester Code/CRN (i.e.: 20141023228)

Importing Course Content between Semesters

Before each semester, faculty must import learning objects (lectures, quizzes, etc.) from previous semester courses into the new Banner shells (that are empty).

To accomplish this transfer, the faculty should enter their new Banner shell. This will be the target course to receive the imported content.

1. Choose **Edit Course** in the NavBar and from the list select **Import/Export/Copy Components**.
2. Choose **Copy Components from Another Org Unit** and check **Include protected resources**.



Import/Export/Copy Components

What would you like to do?


☒ Copy Components from another Org Unit
[What is an Org Unit?](#)

Course to Copy:

☒ Include protected resources

3. Use the **Search for offering** button to select the Existing Offering (source course) that contains the components you need and choose **Add Selected** at the bottom of the screen. Click **Select Components**.

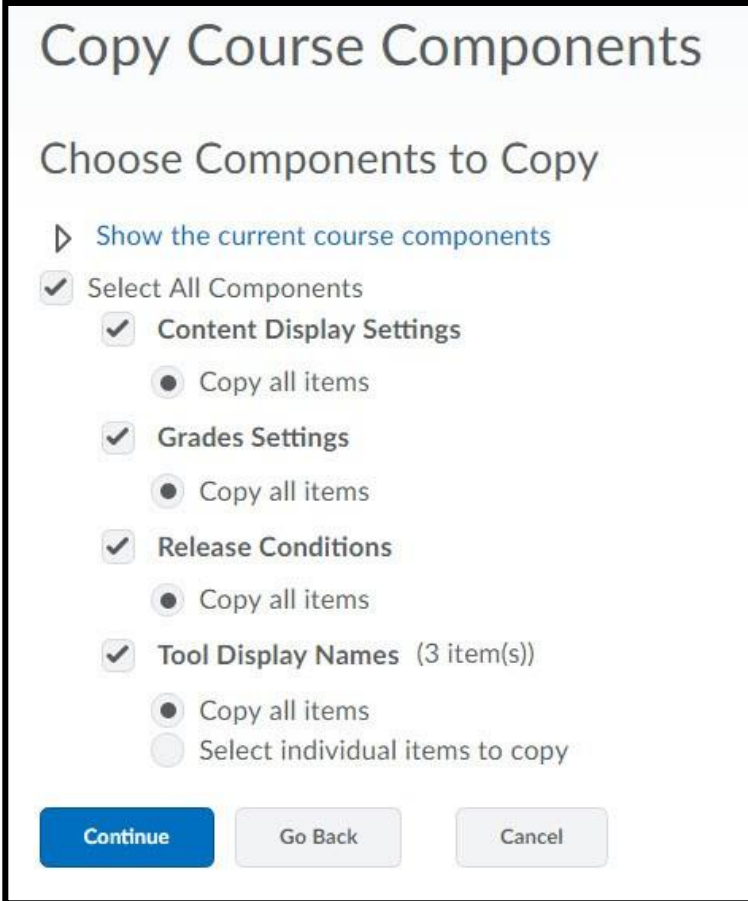
Select Course Offering

 [Show Search Options](#)

14209 Search Results [Clear Search](#)

	Offering Code ▲	Offering Name	Department	Semester
<input type="radio"/>	12014.201810	ENGL-7515-001 - Language & Literature	English	Spring Term 2018
<input type="radio"/>	15136.201810	TELC-2014-R50 - Learn Environ/Post Secd	Regents On Line Degree Program	Spring Term 2018
<input type="radio"/>	15609.201810	MUAP-7311-003 - Piano	Music	Spring Term 2018
<input type="radio"/>	18497.201810	ICL-4906-002 - Teaching All Learners	Instruction and Curr Ldrship	Spring Term 2018

4. On the next screen, check which components you wish to copy into your target course. Unless you know that you want every object in the source course, be sure to only check the individual items to copy.



Copy Course Components

Choose Components to Copy

[Show the current course components](#)

- ☒ Select All Components
 - ☒ Content Display Settings
 - ☒ Copy all items
 - ☒ Grades Settings
 - ☒ Copy all items
 - ☒ Release Conditions
 - ☒ Copy all items
 - ☒ Tool Display Names (3 item(s))
 - ☒ Copy all items
 - ☐ Select individual items to copy

Continue Go Back Cancel

5. Click **Next** and follow the import wizard until the components are all added to your target course.

Creating Faculty Development Shells & Special Courses

- Instructors often need a place to develop course content for a future semester before Banner generates the shells. Then later they import from the development shell to a Banner shell.
- As DA, you may create such development shells. This section will guide you in how that happens.
- Development course shells should not be used for actual credit classes or other academically-official purposes, except in unusual circumstances that have clearance from the department chair or equivalent authority.

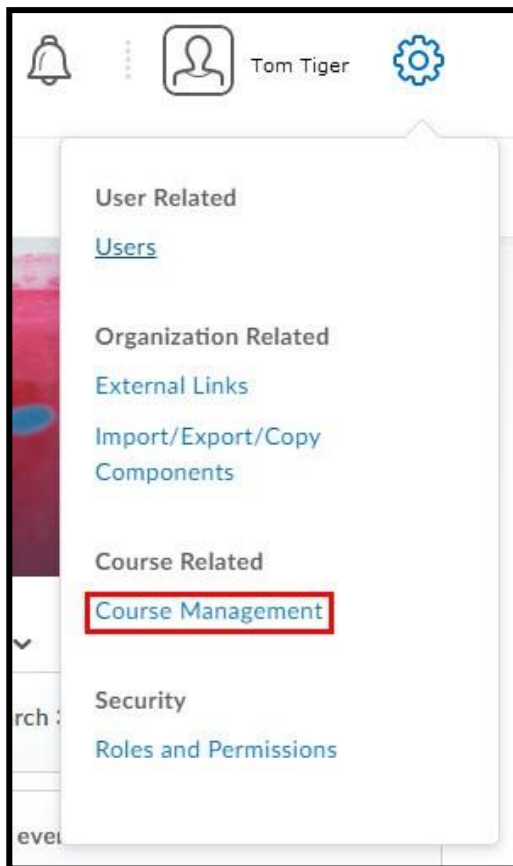
Department Special Courses

Departments may ask the DA to create special courses as a place to store commonly used learning objects for import into official Banner courses. Examples of such objects:

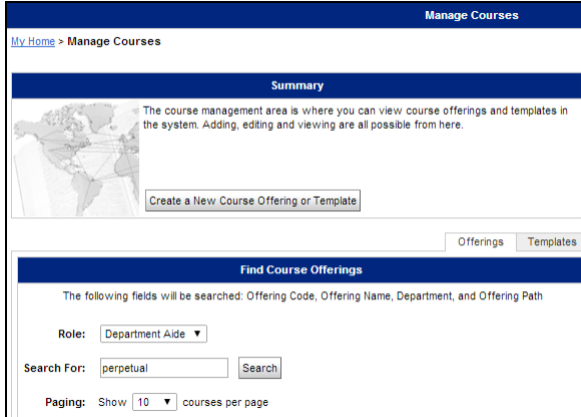
- Department news
- Standard syllabus templates
- Standard course content for select programs
- Exams required for certification.

Follow the steps below for creating **Department Shells** and **Special Courses**:

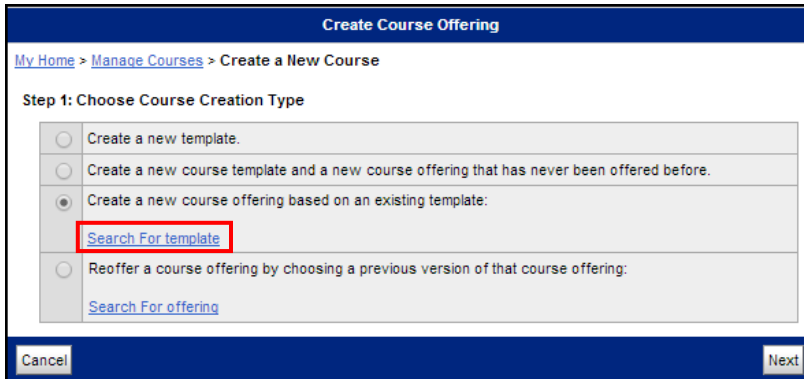
1. Click the **Admin Tools** icon and select **Course Management**.



2. Click **Create a New Offering or Template**.

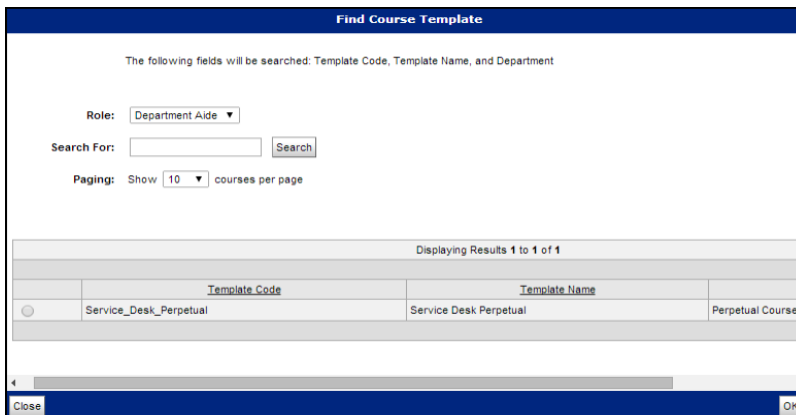


3. Under **Create a new course offering based on an existing template**, select **Search For template**.



4. Search for your department's assigned development shell course template.

5. Once the template appears in the list, select it and click **OK**.



Template Code	Template Name	Perpetual Courses
Service_Desk_Perpetual	Service Desk Perpetual	Perpetual Courses

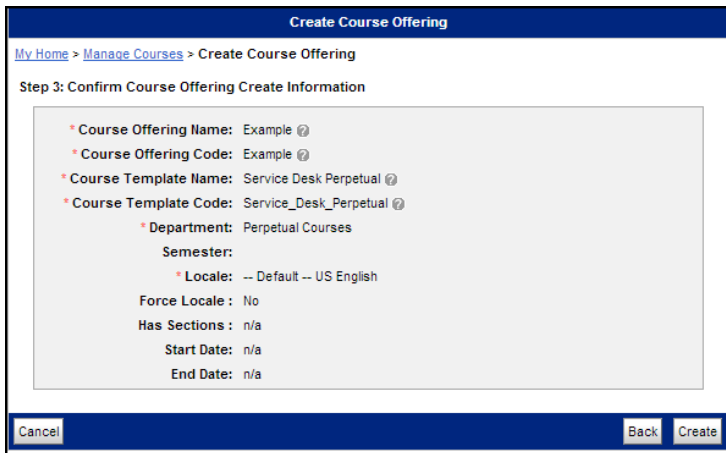
6. Back in the Create Course Offering window, you may now click **Next**.
7. Change the default **Name** and **Code** as appropriate. Change spaces to underscore or hyphens in the Code. Later you can edit the Name, but not the Code, so confirm exactness first. Nothing else in this window should be changed. Click **Next**.

When creating development course shells in this manner, the DA should include the faculty's UUID name in the **Course Offering Name** to avoid confusion with Banner-created for-credit courses. Development course names should generally follow this example:

- **Course Offering Name:** JOUR 3400 rbowery Master Course
- **Course Offering Code:** JOUR3400_rbowery_Master_Course (no spaces)

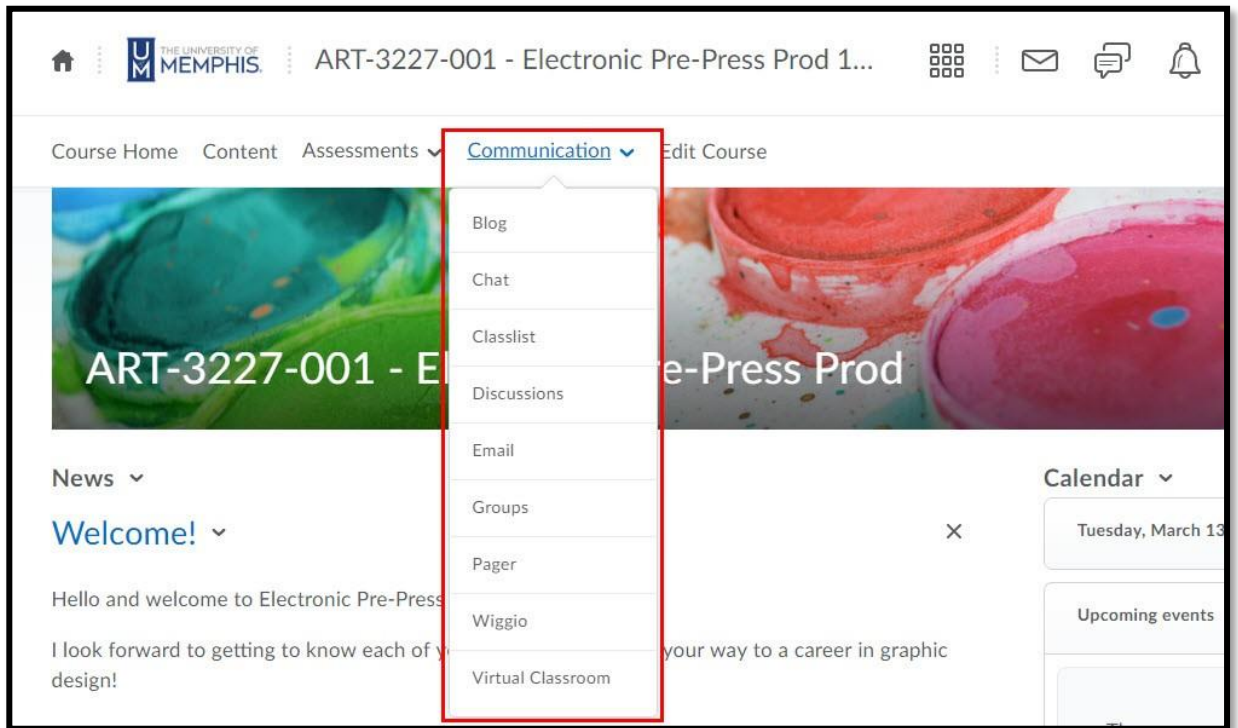
For other department special courses, the DA re-offers the same development shell template. The course name should be related to its use, such as **Program Entry Exam**.

8. Confirm the details. Semester should be blank for most special courses. Click **Create** when ready.

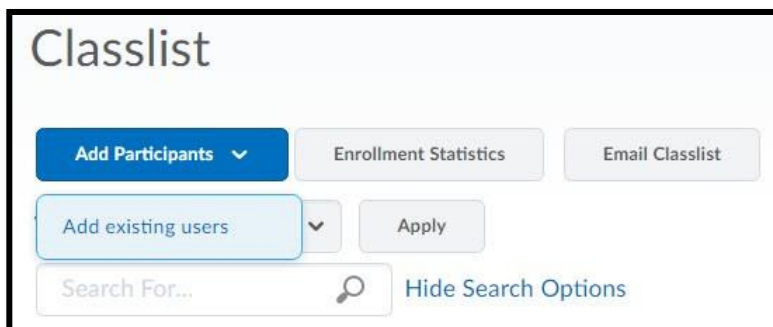


Once the DA hits **Create** in the screen above, the course name may be later changed but the course code cannot be changed. Confirm data before selecting **Create**.

9. Once in the new course, select **Classlist** to enroll the faculty accounts.



10. Click **Add Participants** and select **Add existing users**.



11. Enter the faculty username and click the **Search** button. When their name appears below, click the box, select the role **Faculty**, and click **Enroll Selected User**.

Add Existing Users

Enrollment Options

Set all roles to: -- Select a Role --

Set all roles

Set all sections to: -- Select a Section --

Set all sections

Send: ☐ Send Enrollment email

Add Existing Users

Search For...

Hide Search Options

Search In

☒ First Name ☒ Last Name ☒ Username

You must perform a search.

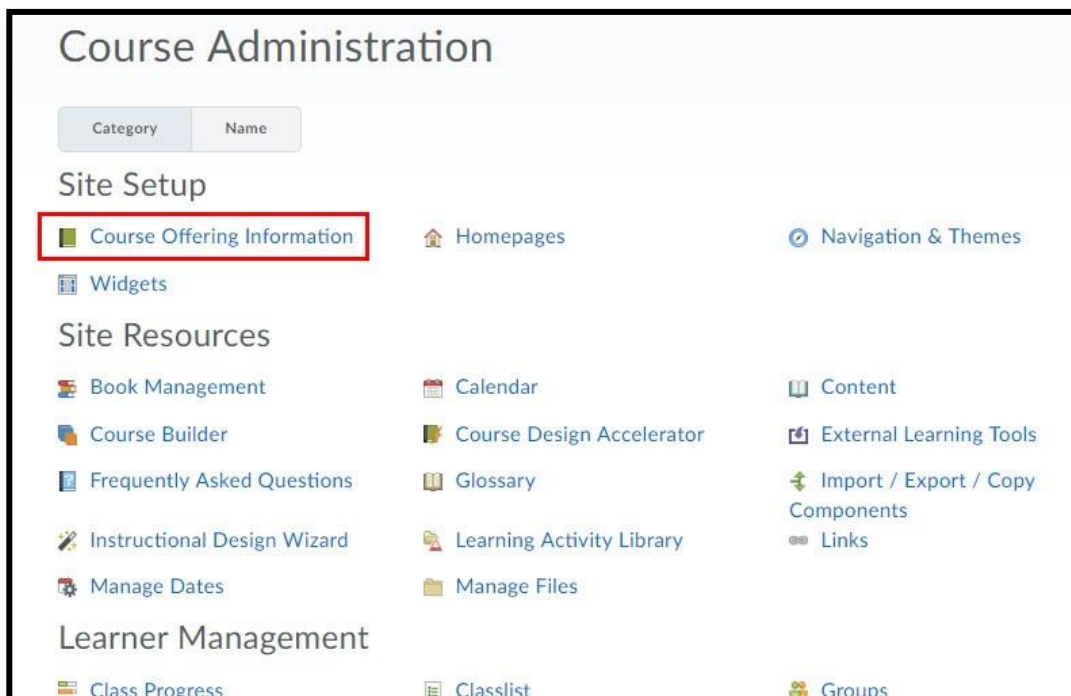
Enroll Selected Users

Cancel

Modifying Course Titles and Dates

Changing Course Titles

- The DA can edit the course titles of both Banner and development courses.
 - The names of Banner courses are established initially using information pulled from the Registrar that is critical for proper identification of particular sections.
 - Modifying the titles of Banner-created courses should almost never be done. This action is usually done by the DA in cases to avoid confusion by class members when there are multiple sections not clearly distinguished by Banner generated titles.
1. To change course tiles, enter the course, click **Edit Course > Course Offering Information**.



2. Changes to titles of non-Banner courses (development, specialized, perpetual, etc.) are much less restrictive, but should be done in such a way as to avoid confusion with for-credit courses.

Modifying Class Dates

- Banner assigns each course a start and end date according to the official Registrar calendar. Generally those dates should not be changed. These dates only affect student access to a course. Faculty-of-record have immediate access as soon as Banner generates the course, which is usually one month prior to start of semester.
- The DA has the ability to change the start and end dates for student access to their online class sections in eCourseware, **if the department chair approves such change.**
- Change class dates by entering the course, click **Edit Course - Course Offering Information.**

Course Offering Information

ART-3227-001 - Electronic Pre-Press Prod

Course Image

All standard image file types are supported. We recommend course images be 2400 x 960 pixels and that they don't on different devices.

Homepage Banner

True

Course Offering Name *

ART-3227-001 - Electronic Pre-Press Prod

Course Offering Code *

11297.201810

Start Date

☒ Course has start date

1/16/2018

12:00 AM

United States - Chicago

End Date

☒ Course has end date

5/3/2018

11:59 PM

United States - Chicago

Save

Cancel

- While departments have great latitude in how they establish these dates, **care should be taken to ensure the dates are generally consistent with established campus academic calendars** as well as other campus academic policies that might be relevant. Chair approval should be sought before date changes.

Combine Courses Request

- The DA should not attempt to combine courses into one section. The process of combining course sections has not changed and continues to require submitting a formal ticket through the ITD help system.
- When faculty request course combinations, please direct them to the following CTL form:
 - Combine Courses Request Form: for requesting courses and/or course sections to be combined by having all students enrolled/populated into one live course instance.

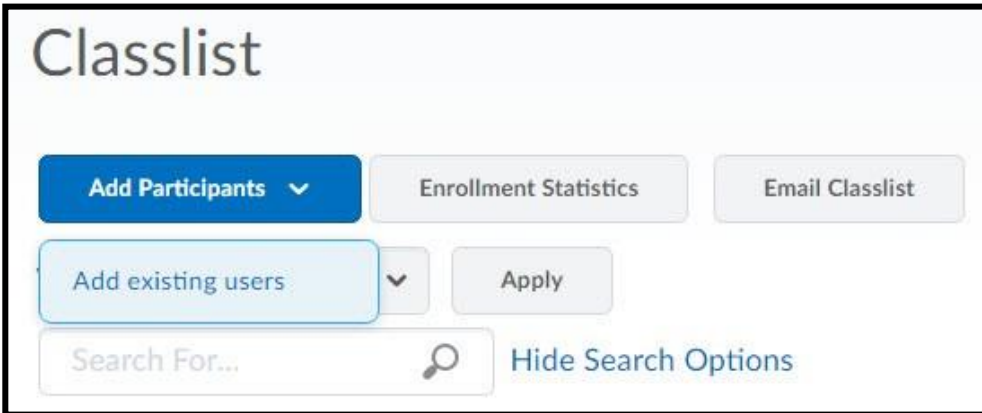
Chapter 3: Managing Special Enrollments

The DA may manage class enrollments by enrolling faculty and students in development and special courses and by changing a student's enrollment for incomplete course work. An additional feature discussed in this section is the impersonation of specific users to troubleshoot course issues.

Enrolling Users into Courses

As a DA you may enroll faculty in their development course shells that you created for them. You also may enroll them in special courses, such as department-wide testing or content sharing.

1. Members are added to a course by the following steps. Enter the course and view the **Classlist**.
2. Select **Add Participants**, and then select **Add existing users**.



The screenshot shows the 'Classlist' interface. At the top, the title 'Classlist' is displayed. Below the title, there are three buttons: 'Add Participants' (highlighted in blue with a dropdown arrow), 'Enrollment Statistics', and 'Email Classlist'. Under the 'Add Participants' button, there is a dropdown menu showing 'Add existing users' (highlighted in light blue with a dropdown arrow) and an 'Apply' button. At the bottom, there is a search bar with the placeholder text 'Search For...' and a magnifying glass icon, followed by a link that says 'Hide Search Options'.

3. In the Add Existing Participant window, search for the user's **UUID**, check their name, choose **Role**, and click **Enroll Selected Users**.
 - The DA role does have the ability to enroll (and unenroll) individual faculty members in for-credit courses. However, this should only be used to enroll additional faculty (visiting lecturers, secondary instructors, etc.).
 - **At no time should the faculty-of-record be modified through the DA role. Faculty-of-record assignments must always be driven by Banner.**
 - If a course lacks a faculty-of-record, the department should assign someone in Banner and wait for the integration activities to update the course with the assigned faculty member. Updates are now processed in Real-Time.
 - Any request to add a TA Designer or TA Grader should be submitted via the help ticket Request an assistant for your course (found at <https://umhelpdesk.memphis.edu> under the eCourseware section).
 - That Ticket form will insure that the graduate student has taken the FERPA tutorial.
 - See articles **eCourseware Roles** and **Roles and Permissions** in Appendix for full listing of existing roles in our system.
 - **Significant technical issues could arise by attempting to override enrollments fed from Banner.**

Overview of eCourseware User Roles

Those serving as Department Aides should become familiar with the various roles that can be assigned to users in eCourseware. The following pages provide several tables regarding how roles and permissions operate in eCourseware.

The table below defines the eCourseware (D2L) roles and responsibilities that would be assigned to members of each online course at UofM.

Role	Purpose	Privileges	Restrictions
Faculty Roles			
Faculty	There may be multiple "Faculty" assigned to a course, with equal privileges and distinct identities	<ul style="list-style-type: none"> Has ultimate control over teaching tools and features in their D2L courses. 	<ul style="list-style-type: none"> Cannot modify things beyond their own course offerings. Cannot delete course. Cannot change classlist enrollments. Cannot modify course information (title, start/end dates).
Teacher Assistant (TA) Designer	Assign faculty in any way for course management	<ul style="list-style-type: none"> Has all privileges of <i>Faculty</i>. 	<ul style="list-style-type: none"> Has all limitations of <i>Faculty</i>
Teacher Assistant (TA) Grader	Assist faculty in updating gradebook.	<ul style="list-style-type: none"> View and edit gradebook. Can view all course materials, dropbox submissions, discussions, quiz submissions. 	<ul style="list-style-type: none"> All other privileges denied.
Faculty Guest	Visit class a subject matter expert.	<ul style="list-style-type: none"> Interact with class in all materials and communication tools. Should be gives an official UofM UUID account along with an eCourseware account. 	<ul style="list-style-type: none"> May not add/end content or class members. May not view gradebook.
Reviewer of Course	Allow guest access for course peer or supervisor review.	<ul style="list-style-type: none"> Can view content and communication items available to students Does not have to have a UofM UUID; can be off-campus guest. 	<ul style="list-style-type: none"> Cannot add/edit any part of the course content or communications. Cannot submit items for grading. Cannot participate in or manage course communications. Cannot view gradebook. Cannot be seen in classlist.

Role	Purpose	Privileges	Restrictions
Student Roles			
Student	Normal student role for access to all learning tools, materials, and communication of class	<ul style="list-style-type: none"> Automatically enrolled in the class based on Registrar-Banner data. Can access all student features/tools of course as released by faculty. 	<ul style="list-style-type: none"> Cannot add/edit/delete any course tools or members. May not enter outside of official semester calendar dates
Student Inactive	Same privileges as <i>Student</i> except sees Inactive Course(s). Typical use of this role is for students needing to fulfill an incomplete requirement(s) for a course.	<ul style="list-style-type: none"> Can access all student features/tools as released by Faculty. Can upload their course material into dropbox. 	<ul style="list-style-type: none"> Cannot add/edit/delete any course tools or members
Student Tutor	Provide tutoring services to enrolled student in particular course.	<ul style="list-style-type: none"> View (but not manage or participate in) Content, Competencies, Discussions, Grades 	<ul style="list-style-type: none"> May not manage or participate in Content, Competencies, Discussions, Grades May not view Dropbox, Quizzes, Classlist. Does not appear in Classlist.
Sample Student	Access all learning tools and materials of class for testing as a sample student.	<ul style="list-style-type: none"> Based on the <i>Student</i> role. Allows faculty to view the course (including quizzes, and grades) from a student perspective without the limitations of the Role Switch widget. Password should be changed each semester 	<ul style="list-style-type: none"> Cannot manage course of add/delete any course tools or members

Sharing Course Content

Often faculty wishes to let other faculty reuse content from one of their eCourseware courses. This must always be done in such a way that intellectual property rights are never violated. Sharing digital course content should only be done with appropriate written permission from the faculty-of-record who created the content.

Content Sharing Process:

- The faculty-of-record sends an email or other written form to the Department Chair or Department Aide requesting that a secondary faculty member should be enrolled in their course as a Faculty.
- The DA then enrolls the other faculty as a **Faculty** using the course's **Classlist - Add New Participant**.
- The secondary faculty may then import into their course the shared content from their colleague's course.

(See section "Importing Course Content between Semesters" for overview of this process)

Enrolling Students in Special Courses.

- An exception to this rule is for course shells that are not integrated with Banner where students may still need access for various academic reasons.
- For example, students may be manually enrolled in a perpetual course that all students in a particular academic area need to access for assessment and screening.

Servicing Incomplete Students

- The DA role allows for the handling of incomplete students entirely within the department. When changing a student to **Student Inactive** (the role for incomplete status), proper technical and campus policy guidelines must be followed.

Classlist

View By:

Search In

☒ First Name
 ☒ Last Name
 ☒ Username

Role


☐ Student

Flagged

☐ Flagged

Online Status

☐ Online

<input type="checkbox"/>	Image	Last Name, First Name
<input type="checkbox"/>		Tiger, Tammy

Change Enrollment Settings

Set all roles to:

Last Name ▲, First Name	Username	Current Role	New Role
Tiger, Tom	ttiger1	Student	<input type="text" value="Student Inactive"/>

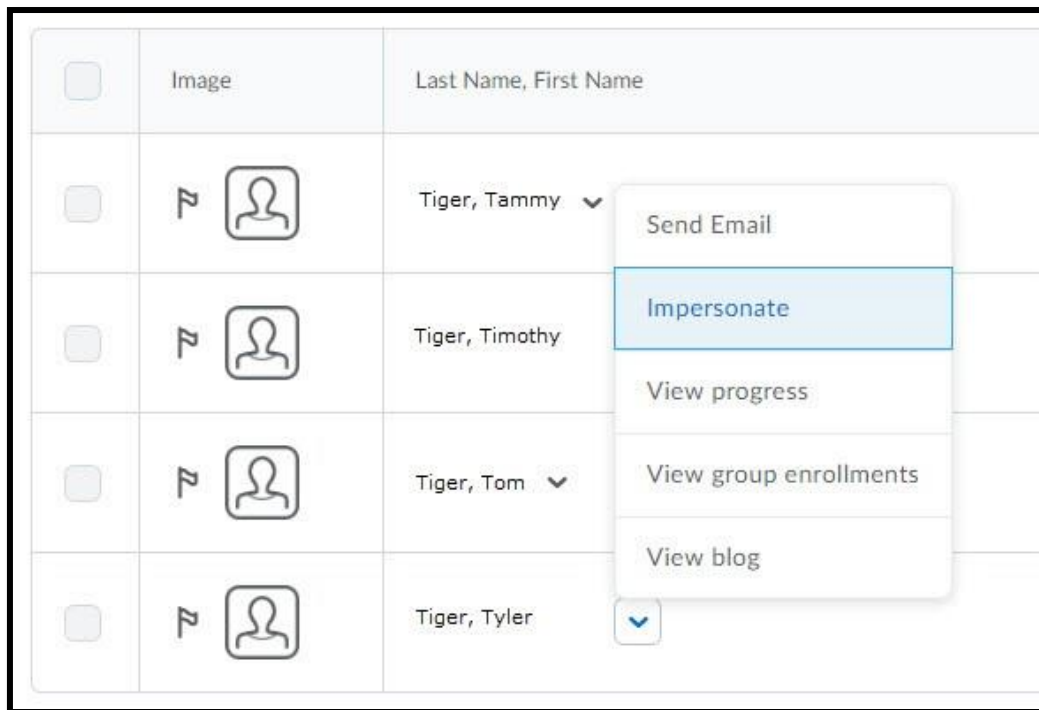
Impersonating Faculty and Students

The DA role may use a special feature of eCourseware called impersonation.

- You may impersonate a user to confirm that a change you made functions as you intended.
- You can also use it to discover why a specific user may be having problems operating the course tools.

Impersonation is done by using the Classlist tool within a course.

- Please know that any actions you do while impersonating a user will be credited by D2L as the user's actions, not yours. So if you take a quiz while impersonating a student, it will be graded as their attempt. So use this feature very carefully.



Please remember to always logout when using the Department Aide role to protect FERPA information.

Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
 - [Here is a link to our service desk ticketing system](#)
 - After logging in, choose the link **Request Help or Services**.
 - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
 - Monday - Friday 8:00 am - 8:00 pm
 - Saturday 10:00 am - 2:00 pm
 - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Center for Teaching and Learning \(CTL\) Website](#)
- [Search our Training and Documentation](#)