

The Technology Help Book

An Online Technology Assistance Handbook

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This handbook has been developed with the intent of assisting potential students, current students and faculty with their technology problems as they participate in online learning. Note that this handbook is a continuing work in progress; if you encounter problems or issues that are not addressed herein, please contact Dr. Randy Walker (Randy-Walker@utc.edu) with your questions.

Is Online Learning for me?

If you are considering enrolling in the online transition Doctor of Physical Therapy program and you are not confident about your technology skills or where to begin, take a look at one or more of the websites listed below. Online learning is not the same as the interactive learning that occurs in a face to face classroom experience. People learn differently. These self-assessment instruments will allow you to reflect upon your ability to learn in an online format.

<http://goml.readi.info/> Readiness for Education at a Distance Indicator (READI) from the University System of Georgia

<http://www.onlinelearning.net/ole/holwselfassess.html?s=024.z0603380m.071i500131>
An assessment offered by Online Learning.net

http://www.cod.edu/dept/CIL/CIL_Surv.htm An assessment offered by the Center for Independent Learning

<http://cdl.senecac.on.ca/Prospective/SelfAssessment> An assessment offered by Seneca College

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Do I Have the Right Computer?

The University of Tennessee at Chattanooga uses Blackboard as the teaching platform for online courses. The following hardware and software are the minimum requirements to effectively participate in online learning at UTC:

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Suggested Minimum Hardware/Software Platforms:

(see <http://itd.utc.edu/hardware/hardware.php> for more information).

- Platform: Windows XP or Vista; Macintosh OS X 10.4 or greater (although lower systems will often work)
- Hardware: 64 MB of RAM, 5G of free disk space
- Software: Microsoft Office including Word and PowerPoint, Adobe Acrobat Reader
- Broadband access (e.g.) DSL or Cable Modem

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Browser Versions (Pop-ups must be enabled to use Blackboard's Chat feature):

- Microsoft Internet Explorer 5.0 or higher OR
- Netscape Navigator 4.77, 7.0 or higher OR
- Firefox 1.5 or higher

Firefox 1.5 or higher and Internet Explorer 6 are strongly recommended for UTC's version of Blackboard; however, if you are running another browser such as Internet Explorer 7, and are more comfortable using it, give it a try with your Blackboard 6 course. There are some noted problems using Internet Explorer 7 with Blackboard. See <http://utconline.utc.edu/online/systemreq.php> for more information about browser issues and proper configuration. NOTE: We strongly recommend using Firefox as there are several things that simply “work” better on Firefox. For a free download of this software visit: <http://firefox-mozilla-3.com/>.

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Browser Compatibility

http://utconline.utc.edu/system_test.php This website tells you about the software available on your computer.

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Help with Files and UTC Email on MocsNet:

<http://utconline.utc.edu/online/email.php>

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Registration & Records Information

How to register online:

<http://www.utc.edu/Administration/Records/RegistrationInstructions.php>

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Continuing Education

Information on Continuing Education Office for online students:

<http://www.utc.edu/ContinuingEducation/ContinuingEducation/dist/index.php>

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Technical Troubleshooting

For information about Blackboard and troubleshooting problems visit:

<http://utconline.utc.edu/online/bbtutorials.php>

This site has information on:

- how to log on
- locating your user name
- setting your password
- changing your password
- email issues
- formatting files for Blackboard
- where to go to get help with technical issues (when to contact your instructor, versus Instructional Technology, versus the Student Technical Support Center)

We also strongly recommend that you visit the site dealing with frequently asked questions at: <http://utconline.utc.edu/online/faq.php>

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How can I change my personal information in the UTC computer system? Click on **MocsNet** from the UTC homepage to edit your information.

- Log into [MocsNet](#)
- Click Search
- Select People
- Enter your last name and click on Search
- Click on your last name
- Click on Edit Information and enter the information you want to add or to change
- Click on the Save button

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UTC Online (Blackboard) Help

Blackboard (BB) Access description in your document is cumbersome.

Go to <http://www.utc.edu/> and click on the link below the MocsNet link labeled UTC Online (also available in the yellow bar from any UTC web page. Students do NOT have to log into MocsNet to get to UTC Online!)

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Submitting Drop Box items:

see <http://utconline.utc.edu/online/blackboardfeatures.php#dropbox>

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Sending e-mail within UTC Online (covers individuals and groups):

<http://utconline.utc.edu/online/blackboardfeatures.php#email>

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Discussion Board information and use see:

<http://utconline.utc.edu/online/blackboardfeatures.php#discussion>

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Submitting items through the assignment feature on Blackboard:

<http://utconline.utc.edu/online/blackboardfeatures.php#assignment>

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Looking up grades on Blackboard and accessing instructor comments and feedback (online and within documents):

<http://utconline.utc.edu/online/blackboardfeatures.php#grades>

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Links to plug-ins and helper files

See: <http://utconline.utc.edu/plug-ins.php>

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System Recommendations: <http://utconline.utc.edu/online/systemreq.php>

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Browser check and set up for BB:

<http://utconline.utc.edu/browser.php>

http://utconline.utc.edu/system_test.php

<http://utconline.utc.edu/online/systemreq.php>

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Accessing Grades:

<http://utconline.utc.edu/online/blackboardfeatures.php#grades>

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Help with Word and PowerPoint

<http://office.microsoft.com/en-us/training/FX100565001033.aspx> Microsoft's help for Word and PowerPoint

Formatting Documents in Word:

<http://utconline.utc.edu/online/formatdoc2.php>

Word Superscript

Make text or numbers superscript or subscript

1. Select the text you want to format.
2. On the Format menu, click Font, and then click the Font tab.
3. Select the Superscript or Subscript check box.

Creating Word/Charts: From Word Help for Word 2003

Create a chart:

1. On the Insert menu, click Object.
2. In the Object type box, click Microsoft Graph Chart, and then click OK.

Graph displays a chart and its associated sample data in a table called a datasheet. To replace the sample data, click a cell on the datasheet, and then type the new text or numbers. If needed, you can import data from a text file, a Lotus 1-2-3 file, or a Microsoft Excel worksheet. You can also copy data from another program.

For more information about how to work in Microsoft Graph — for example, how to add data labels, change the scale of the value axis, or troubleshoot charts — on the Help menu, click Graph Help. To save your chart and return to your document, on the Graph menu, click Quit & Return.

Notes

- If you close the datasheet, you can reopen it by double-clicking the chart and then clicking Datasheet on the View menu.
- If you are working in Microsoft Word, you can create a chart from data in a table. To do this, create a table in Word that has text labels in the top row and left column, and numbers in the other cells. Then, select the entire table and follow the procedure above.
- If you are working in Microsoft PowerPoint, you can change your slide layout to one that includes placeholders for charts. To change your slide to one of these layouts, click Slide Layout on the Format menu, and then select a layout from the Slide Layout dialog box that contains a chart placeholder

Adding an Excel Chart to a Word document for 2003

Insert an Excel chart into a Word document or PowerPoint presentation:

1. In Microsoft Excel, click the chart you want to copy.
2. Click Copy.
3. Switch to your Microsoft Word document or PowerPoint presentation, and click where you want the chart to appear.
4. On the Edit menu, click Paste Special.
5. In the As box, click Microsoft Excel Chart Object.

Do one of the following:

- In Word, to use only the current content of the document, click Paste. To use the latest content if the original content changes, click Paste Link. Click OK
- In PowerPoint, click Insert an Excel chart into a Word document or PowerPoint presentation
 1. In Microsoft Excel, click the chart you want to copy.
 2. Click Copy.
 3. Switch to your Microsoft Word document or PowerPoint presentation, and click where you want the chart to appear.
 4. On the Edit menu, click Paste Special.
 5. In the As box, click Microsoft Excel Chart Object.

Do one of the following:

- In Word, to use only the current content of the document, click Paste. To use the latest content if the original content changes, click Paste Link. Click OK
- In PowerPoint, click OK

Please note- these directions are for Word 2003. For other versions, please visit:
<http://office.microsoft.com/en-us/support/?CTT=97>

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Style Manual

Excerpts from the *AMA Manual of Style* are available on Blackboard:

http://bb3.utc.edu/webapps/portal/frameset.jsp?tab=community&url=%2Fbin%2Fcommon%2Fcourse.pl%3Fcourse_id%3D_3121_1

(Look for the blue navigation bar on the left in the TDPT organization.)

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Practice Exercises

Each of the following tasks must be completed to assure technological competency to begin the t-DPT program

NAME:

- Type your name above as LastName_FirstName_EBPcourse
 - e.g. Name: Smith_John_EBP
- You will be asked to name your files for this course in the following manner: LastName_FirstName_NameofAssignment. Notice there is an underscore between your LastName and FirstName and NameofAssignment. You will be told what to name the assignment for each item that is due.
- Example:
 - Doe_John_EBPcourse
 - Jones_Sally_Critique

I. Microsoft WORD

- In the UTC-DPT program, most papers/documents must be completed in Microsoft WORD (Version 2003 or 2007).
- Open WORD, blank document. Type the phrase “Practice for [YourName]” (e.g. Practice for Joe). Then, save the document to the hard drive of your computer or to some storage device (e.g. thumb drive). Name the file as follows:
LastName_FirstName_PracticeDocument
(e.g. Doe_John_Practice) Note that there is an underscore between the words.
- Open WORD to a blank document. Type “Practice table for [YourName].” Then, on the file menu across the top of the page, go to Table; Insert; Table. Set the table for 4 columns and 5 rows. Then, fill in the table (type into the cells) the words as shown below. [Note: you can highlight all of the content of the table and make the Font any size you wish. Here, I changed from a 12 point font to a 10 point font.

Practice Table for Joe

Fall 07	Spring 08	Summer 08	Fall 08
EBP	Pharmacology	Health Promotion & Wellness	Elective II
Professionalism	Differential Dx	Administration/Leadership	Elective III
	Diagnostic Imaging	Clinical Decision Making	Elective IV
		Elective I	

- Then, save the document to the hard drive of your computer or to some storage device (e.g. thumb drive). Name the file LastName_FirstName_Practice (e.g. Doe_John_PracticeTable).
- Note the location of the “Help” menu for Word. You can always use this menu if you do not know how to do something.

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Course Syllabi

The department does not use one particular format for course syllabus; however, all syllabi will have contact information for your instructor, textbook and reading assignments, a course description, course objectives, evaluation criteria, grading scale, and a course schedule.

Faculty also will use slightly different designs when creating their Blackboard courses; however, all faculty will use the Announcement and Syllabus buttons.

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Library Information

Lupton Library: Schedule a Face-to-Face (Individual session) session:

<http://www.lib.utc.edu/forms/form-face.php>

Lupton Library Services for Distance/Online Students:

<http://www.utc.edu/ContinuingEducation/ContinuingEducation/dist/index.php>

Lupton Library finding full-text articles:

<http://www.lib.utc.edu/finding-fulltext.html>

Lupton Library: Evaluating Sources:

<http://www.lib.utc.edu/evaluating-information-on-the-web.html>

Guide to Library Research: <http://www3.lib.utc.edu/glr/index.html>

Lupton Library: Accessing databases from off-campus :

<http://www.lib.utc.edu/connecting-from-off-campus.html>

Library Research Assistance: <http://www.lib.utc.edu/research-assistance.html>

Library How do I? <http://www.lib.utc.edu/how-do-i.html>

Citation Help: <http://www.lib.utc.edu/citing-your-sources.html>

Access to Course Reserves:

1. Faculty can activate the button in all Blackboard courses to link directly to the Course reserves page for the Library.
> Control Panel > Manage Course Menu > Modify across from Library Reserves > check the boxes: Open in a New Window and Available for Student/Participant users. Click Submit.

OR

2. Other option is to tell them to go to <http://www.lib.utc.edu/> and click on Course reserves form the front page.

OR

3. Provide a link to <http://opac.lib.utc.edu/reserves>

Library Practice Exercises

- Go to the UTC library website: www.utc.edu ; then in left hand column, click on Library; you will be directed to the UTC Lupton Library Website.
- On the home page of the UTC Lupton Library, find the “Services,” then Distance Education Students.

- On the Distance Education Students page, in the 2nd paragraph, note the bullets
- ❖ Go to the Illiad website and Logon to Illiad using your ITCID and password.
 - ❖ Fill out and submit the Distance Learner Registration Form.
- Go to the UTC Lupton Library Home Page. On the Main Menu, click on Students; then click on Borrowing from Other Libraries and review information on this page.
 - Go to the UTC Lupton Library Home Page. On the Main Menu, click on Students. Then click on Help. Then click on Ask a Librarian. From here, if you have a question, you can email a librarian. The response time is typically within 24 hours.
 - Go to the UTC Lupton Library Main page. Under “Help” click on “Finding full text articles” and read the page, focusing on how to use the UTC Textlinker.
 - Go to the UTC Lupton Library Home Page. Then under Find, click on Articles & Databases. Then, under “to find articles on a subject,” click on Nursing & Medical. Note the databases related to Nursing and Medical issues (e.g. CINAHL with Full Text).

Click on CINAHL with Full Text. In the FIND box enter “therapeutic exercise” (without the quotation marks). In the box directly underneath, enter “pain perception” (without quotation marks). Then click on search. A list of several articles will appear. For more information on an article, click on the article title.

Some of the articles on the topic are available in internet (html) or PDF full text format. For the PDF articles, you can click on the PDF Full text (which will open the article) and then save the article to your computer or storage device (e.g. thumb drive). If the “PDF full text format” symbol does not appear, click on the article title, go to the bottom of the page and click on the following options in the order below:

[Check UTC TextLinker](#)
[Check UTC catalog holdings](#)
[Request via UTC ILLiad \(InterLibrary Loan\)](#)

You have already read about UTC Textlinker and realize that the article may be available for free online through a UTC or public subscription. If the article is not available online, you must request the article through interlibrary loan. In step #2 above, you signed up for the Iliad Interlibrary Loan system and as a Distance Education Student. So, if the article is not available for free on the internet, you can request it through interlibrary loan. The article will most often be delivered to you electronically (you will receive a notice through your UTC email account). In some cases, the article may have to be mailed to you.

- Now that you have read about the UTC Textlinker, and know how to find the CINAHL database, go back to through step described in the section immediately above this one and find articles dealing with “therapeutic exercise” and “pain perception.” Click on several article titles and the associated UTC Textlinker to determine whether the article is available in hard copy in the UTC Lupton Library holdings, available on the internet for free through one of the databases for which UTC has a site license, or whether the article must be ordered through Interlibrary Loan.
- Additional helpful information is available on the UTC Lupton Library website. Look around a bit! You may find some very helpful hints. Always remember that if you have a question, your helpful Reference Librarian is available to help you. You can email, instant message, call or visit in person to get the help you need. Do not hesitate to use this valuable resource.

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Acceptable Use Policy

The University of Tennessee Chattanooga has an Acceptable Use Policy in regards to the use of the technology provided by the university. This document may be found at <http://www.utc.edu/Administration/AcceptableUsePractices/> and it is suggested that each online student take time to read the document in its entirety. The following acts are prohibited: disrupting network access; using technology resources to violate any state or federal law; transmitting abusive, threatening, or harassing messages, chain letters, spam, or other communications; or unauthorized attempts to scan or gain access to systems, accounts, network traffic or information not intended for you. Violations may result in termination of access, disciplinary review, expulsion, and possible legal action.

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Accommodations and Assistance

The University of Tennessee at Chattanooga is committed to complying with the Americans with Disabilities Act to assure that no qualified individual is by reason of disability, excluded from participation in or denied the benefits of any services, programs, or activities provided by the University. The Office for Students with Disabilities (OSD) provides reasonable accommodations to persons with disabilities. Information on their services is available at:

<http://www.utc.edu/Administration/OfficeForStudentsWithDisabilities/>.

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The Honor System

The Honor System is designed to foster a campus-wide climate of honesty and integrity in order to insure that students derive the maximum possible benefit from their work at The University of Tennessee at Chattanooga. The student becomes subject to the rules and regulations of the Honor Code upon registration. Each student is obligated to exert every effort to insure that the Honor Code is upheld by himself/herself and others. Violations of the Honor System will be referred to the UTC Honor Court. For more information see:

<http://www.utc.edu/Administration/StudentDevelopment/handbook/academics.pdf> .

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Plagiarism

The following statement has been adopted by the UTC Faculty Council and is published in the Student Handbook.

To plagiarize means to take someone else's words and/or ideas (or patterns of ideas) and to present them to the reader as if they are your own. Plagiarism, then, is an act of stealing. It is also a stupid act because it doesn't help you learn, and it is a dangerous act because you can be severely punished for it. You should be on guard against plagiarism at any time when writing a paper to be turned in. In some papers you will write, you will be assigned to use only your own ideas and will probably not have to worry about plagiarism. At any time, however, that you read anything in preparation for a paper or consciously recall anything that you have read or heard, you must be prepared to provide documentation. Generally, when you use someone else's ideas and/or words, you will either quote that person directly or you will paraphrase or summarize that person's words.

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Netiquette: Rules of Behavior on the Internet

- **Identify yourself:**
 - Begin email messages with a salutation and end them with your name.
 - Use a signature (a footer with your identifying information) at the end of a message.
- **Include a subject line.** Give a descriptive phrase in the subject line of the message header that tells the topic of the message (not just “Hi there!”).
- **Avoid sarcasm.** People who don’t know you may misinterpret its meaning.
- **Assume benign intent.** People’s true intent doesn’t always come through in written messages. Always assume their meaning is benign; request clarification in a friendly way.

- **Respect others' privacy.** Do not quote or forward personal email without the original author's permission.
- **Acknowledge and return messages promptly.**
- **Copy with caution.** Don't copy everyone you know on each message.
- **No spam (a.k.a. junk mail).** Don't contribute to worthless information on the Internet by sending or responding to mass postings of chain letters, rumors, etc.
- **Be concise.** Keep messages concise—about one screen, as a rule of thumb.
- **Use appropriate language:**
 - Avoid coarse, rough, or rude language.
 - Observe good grammar and spelling.
- **Use appropriate emoticons (emotion icons), if desired, to help convey meaning.** Use “smileys” or punctuation such as :-) that most people will understand to convey emotions. See website list of emoticons at <http://netlingo.com/smiley.cfm> and <http://www.robelle.com/smugbook/smiley.html>.
- **Use appropriate intensifiers, if desired, to help convey meaning:**
 - Avoid “flaming” (online “screaming”) or typing sentences in all caps.
 - Use asterisks surrounding words to indicate italics used for emphasis (*at last*).
 - Use words in brackets such as (grin) to show a state of mind.
 - Use common acronyms (e.g., LOL for “laugh out loud”).

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