

UPDATE: Teaching and Learning Technology Needs – 16 June 2020



Introduction

This note provides an update on the progress IT Services has made in setting up technologies and services required to support remote teaching during the Fall 2020 Term.

Snapshot of Technology Needs

See below a snapshot of the availability of each service.

Snapshot of Technology Needs				
Technology	Eligibility	Current Status	Available	Access
Crowdmark	Faculty, Instructor-Support Team Members, TAs	Available	6 May	Service Page Link
Camtasia	Faculty, Instructor-Support Team Members,	Available	3 June	Software Center Service Page
Zoom	Existing Users – Service will continue	Transitioning to Enterprise	13 July – 24 August	-
	Faculty with an immediate need	Available through SMITH	15 June	Contact lauren.maclean@queensu.ca
	All Faculty and Staff	Pending contract transition	20 July	Will be integrated with NetID
	Student		24 August	
	onQ and MS Teams integration		30 August	-
Feedback Fruits	Faculty, Students	In progress	24 July	-
Articulate 360	Faculty	In progress	3 July	free trial available now
VPN for Students in China	Students in China	Available	19 June	Enrolled students in China will be provided instructions
Extended ITSC Hours	All	Pending funding	1 August	5 am – 10 pm (EDT) weekdays, Selected weekends
Enterprise Transcription Service	Faculty, Staff	Pending OEMC contract	Not before end-July	In the meantime, continue using local resource or MS Office PowerPoint , or Teams
eProctoring - Examity	Faculty	In progress	Before Fall Term	Via FHS for summer; onQ integration validation in progress
eProctoring – ProctorTrack	Faculty	In progress		Available for AI eProctoring for summer

Details by Technology

The following tasks need to be considered in the implementation of any service (or technology) –

- ♦ Licensing models, contract negotiation, funding source verification, and supply chain management
- ♦ Authorization to Operate (AtO) - Privacy and Security
- ♦ Integration with SSO and/or onQ
- ♦ Create a service page with training materials and FAQs
- ♦ Support model definition and operationalisation

The table below summarizes where each service lies in the process; details per service are shared subsequently.

Task	Crowdmark	Camtasia	Zoom	Feedback Fruits	Articulate 360	VPN	Examity	Proctor Track	Transcription Service
Procurement	✓	✓	IP	IP	IP	✓	IP	IP	IP
AtO	✓	✓	IP	✓	IP	N/A	✓	✓	-
Integrations (SSO, onQ, etc.)	✓	✓	-	IP	-	N/A	IP	IP	-
Available service page	✓	✓	-	IP	-	IP	IP	IP	-
Defined support model	✓	✓	-	IP	-	IP	IP	IP	-

Key: ✓ - Complete IP – In Progress N/A – Not Applicable Dash (-) – Pending

CROWDMARK: Crowdmark is an online collaborative grading platform that enables educators to evaluate student work.

- ♦ **Status:** This service is now available. Information on the service and training resources can be found at: <https://www.queensu.ca/its/crowdmark>. IT Services offered a demo session of the solution to Instructors and TAs on 6 May. If necessary, Faculties may request demos.

CAMTASIA: Camtasia is a software suite for creating video tutorials and presentations directly via screencast, or via a direct recording plug-in to MS PowerPoint.

- ♦ **Status:** This service is now available. Faculty and Instructor Support Team members can download and install the solution by following the link - www.queensu.ca/its/software/available-software/camtasia. We currently hold 840 licenses and we are monitoring the download threshold. Training resources are available through the [Service Page](#).

ZOOM: Zoom Enterprise helps universities improve student outcomes with video communication services.

- ♦ **Status:** The implementation of this service is underway and will follow a phased approach to avoid disruptions to existing subscribers.
- ♦ Existing accounts will be migrated to the enterprise account from 13 July to 24 August and instructions for current users to migrate will be shared shortly. Once the new enterprise account is integrated with Queen’s NetIDs, Zoom will become available to all. Instructors with an immediate need can contact lauren.maclean@queensu.ca to be added to the current Smith School of Business account, which has been amended to allow for institutional users.

FEEDBACK FRUITS: Feedback Fruits is a self and peer review tool suite that aims to help course instructors build engaging learning activities that spark students' critical thinking. Click www.feedbackfruits.com/tool-overview for an overview of the tool.

- ♦ **Status:** This solution will be available to Faculty and Instructor Support Team members by 24 July. IT Services has completed the AtO; the contract with the vendor will be signed on 26 June.

ARTICULATE 360: Articulate 360 is an application that is used to build courses online using template-style course creation. Click <https://360.articulate.com/> for an overview of the tool.

- ♦ **Status:** The AtO and procurement has been initiated. The target availability date is 3 July however there is currently a 60-day free trial <https://articulate.com/support/article/Articulate-360-FAQs-Free-Trials>.

E-PROCTORING: Examity and Proctortrack are online proctoring services that help ensure the academic integrity of remotely administered exams.

- ♦ **Status:** The implementation of both solutions is underway and will be completed before the Fall Term.
- ♦ Examity: FAS is served through FHS for the summer; we are validating the current integration with onQ and are putting in place an enterprise contract.
- ♦ Proctortrack: Available for AI eProctoring for summer through the integration successfully piloted by FEAS. A direct contract with Verificient to address privacy concerns is being investigated.

VPN FOR STUDENTS IN CHINA: Students living and studying in China may experience challenges connecting to Queen's teaching and learning resources. To address this problem, we are building a dedicated VPN service for students in China. This VPN solution uses a service from Alibaba (within China) to improve the performance and reliability of network connections from within China. Location and residential internet speed will influence the degree of improvement this VPN will provide, and it will not lift restrictions on resources that are not generally available in China. A special set of credentials will be provided to students who need access to this VPN.

- ♦ **Status:** The VPN service is currently up and running. We are developing a service page for this service, which will contain installation guidelines and FAQs.
- ♦ Validation testing will continue, specifically with Examity and Proctortrack. Our intent is to communicate availability to FEAS and FAS enrolled students in China before 19 June. We will then expand the service.

EXTENDED ITSC HOURS: Our intent is to extend the current business hours of our support center (ITSC) to cater to users operating from other time zones and accommodate a potential increase in call volumes. The plan is to offer extended hours between 5 AM – 10 PM (EDT) weekdays and specific weekends. This extension will last from 1 August 2020 to 30 April 2021.

- ♦ **Status:** We are evaluating the cost associated with the various approaches of offering this service with the target of obtaining funding approval for execution.

ENTERPRISE TRANSCRIPTION SERVICE: We will provide a closed captioning/transcription service for Queen's Course Instructors. The plan is to leverage the OEMC transcription service contract to offer this as a fee/service solution. Currently, the transcription capabilities of [MS Stream](#), [MS PowerPoint](#), and [MS Teams](#) are available to all.

- ♦ **Status:** The Ontario Education Collaborative Marketplace (OECM) has issued an RFP for a transcription service for educators. We anticipate that the contract will be completed end-July.

Teaching and Learning Technology Webpage

The link below leads to an IT Services page that contains up-to-date information on technologies that support remote Teaching and Learning. For any pedagogical support, consult the [Center for Teaching and Learning website](#).

- ♦ Link: <https://www.queensu.ca/its/teaching-and-learning-remotely>