

Izmir University of Economics offers its students Blackboard Learn Learning Management System, a system being widely used by leading universities worldwide and one of the most preferred systems among learning management systems; a real time web conferencing tool Blackboard Collaborate Ultra, which is specifically designed for distance learning; and Panopto, a course video recording system in order to increase the learning efficiency of its students.

While many of the universities searched for rapid solutions under the given circumstances, Izmir University of Economics easily and smoothly adapted to the implementation of distance education, and completed all its preparations, and started to offer its students education without having any disruptions. As part of these preparations, all instructors who are teaching have been provided training and information by the Teaching and Learning Center (TLC), and they have been supported, and still receiving support, so that they can offer the most efficient teaching to you, students, under the existing circumstances.

Feedbacks received from students during the first week of this transition and adaptation period are very important. These feedbacks have been categorized and answers/solutions regarding these feedbacks are stated below.

- *Students told that they had problems during Collaborate, and they were only able to connect via their phones,*
- *They were able to see collaborate on their phones for some courses but not on their computers,*
- *When they tried to enter classes on Blackboard on the PC, collaborate system indicated an installing icon all the time, so they connected via their phone, however, the instructor's voice was frequently interrupted,*
- *Some students were only able to log in via the Collaborate app,*
- *In some classes, the instructor's voice was frequently interrupted,*
- *They were not able to enter from Google and Safari,*
- *During crowded studio courses, the internet slowed down and they experienced connection problems.*

ANSWER:

Blackboard Collaborate Ultra is a web-based software. It is accessible by both a browser or by the Blackboard Student mobile application.

Below you can find further support for your browser and mobile devices:

https://help.blackboard.com/tr-tr/Collaborate/Ultra/Participant/Get_Started/Browser_Support
https://help.blackboard.com/Collaborate/Ultra/Participant/Get_Started/Browser_Support

However, for this internet-based software to work efficiently you must have a strong internet infrastructure.

- *They reported that their microphones did not work,*

ANSWER:

A possible reason for your microphones not working properly may be that your instructor may have limited your microphone usage, especially in crowded sessions, in order to teach the classes effectively. In this case, if the instructor asks for students' verbal participation, he/she will lift the microphone restrictions so students can activate their microphone and talk.

If the student is unable to use the microphone even though the microphone button is active, there could be three reasons: (1) not using a supported browser, (2) microphone has not been set up properly, or (3) internet connection has been disrupted.

- *How students can share their screen as they make a presentation,*

ANSWER:

Instructors give *Presenter* authorization to the students who will make a presentation. When this authorization is given, the *Share Content* panel becomes accessible to the student and the student can deliver a presentation via file/screen sharing. Further information is available on the link below.

<https://help.blackboard.com/Collaborate/Ultra/Participant/Presenting>

- *In some classes, the Panopto system records only for every 20 minutes, and because of this the instructor has to log on and off again constantly,*

ANSWER:

This has to do with the internet connection the instructor has. Some hours of the day the internet might slow down due to extensive use.

- *Midterms would be held online,*
- *Conflicting courses,*

ANSWER:

A commission has been set up for exams, testing and measurement. Students will be notified as soon as the commission completes their task.

Currently, instructors conduct online sessions according to the previously announced course schedules. However, if there is overlapping in combined sections, the instructor should be notified about the situation.

- *Students stated that they were told to install a vpn for a course and connect to a computer in the lab, and other than that, there were teachers having difficulty in sharing their computer screens in the blackboard collaborate system,*

ANSWER: Below you can find the link for software subscriptions in regard to distance education:

http://itsupport.ieu.edu.tr/tr/?page_id=1201

For any questions about the educational software not listed here, or if you are having problems, please contact helpdesk@ieu.edu.tr for support.

Additionally, below you can find the VPN support documents.

http://itsupport.ieu.edu.tr/tr/?page_id=5534 (Staff)

http://itsupport.ieu.edu.tr/tr/?page_id=5530 (Student)

- *Students reported they do not know how to adjust their Dns settings,*

ANSWER: Since the University already uses a VPN, students are advised not to change the DNS settings, and leave it as it is.

