THE CHINESE UNIVERSITY OF HONG KONG
Faculty of Business Administration

<u>Useful e-Learning Tools and Resources for Online Teaching</u>

General
1. Resources
   - eLearning@CUHK: https://www.elearning.cuhk.edu.hk/
   - Faculty's IT Office on the Intranet:
     https://gocuhk.sharepoint.com/sites/Faculty.BA/IT%20Office/Forms/AllItems.aspx
   - CUHK eLearning Community of Practice: http://www.cuhk.edu.hk/clear/eLCOP/
   - Please check the websites from time to time as updates will be uploaded once available.
2. Faculty Studio: Ms. Canethy Yip (canethy@cuhk.edu.hk)
                           Ms. Candy Chan (candy.chan@cuhk.edu.hk)
3. IT and technical support/advice in the Faculty: Mr. Henry Lee (henrylee@cuhk.edu.hk)
                                                         Ms. Renee Chu (reneechu@cuhk.edu.hk)
                                                         Mr. Lam Chun Wah (ahwah@cuhk.edu.hk)
                                                         Mr. Lawrence Lau (llau@cuhk.edu.hk)

Zoom (cloud meeting solution)
1. ITSC's introductory webpage: https://www.itsc.cuhk.edu.hk/all-it/teaching-learning-and-research/zoom/
2. Login:
   - Zoom: https://cuhk.zoom.us/
   - Zoom China: https://cuhk.zoom.com.cn/
   - All staff and students who log in with SSO (single sign-on) using their CUHK email alias and OnePass password enjoy the same privileges of a licensed user.
3. Resources
   - Zoom Help Center: https://support.zoom.us/hc/en-us
   - ITSC's practical guides: https://cuhk-edtech.padlet.org/web/ma76lbjt9hu8
   - ITSC's list of FAQ: http://www.cuhk.edu.hk/eLearning/c_systems/zoom/zoom_faq.pdf
4. Recording
   - As advised by the University, it is not mandatory to record the live sessions. However, teachers may wish to take note of / find ways to cater for needs of students who are unable to attend the lessons (e.g., because of illness, compulsory quarantine, different time zones, technical issues, etc.).
   - Consent should be sought before recording students.
   - It is recommended to upload the recordings to Panopto instead of Blackboard as the former restricts downloading. However, teachers should be aware that students can always use third-party software or even simply use their digital devices to make a copy of the audio or video recordings.
5. Etiquette for students / participants
   - ✓ Be respectful of teachers and fellow classmates
   - ✓ Familiarize yourself in advance with any features/equipment you may need to use during the Zoom session, e.g., mute/unmute microphone, turning on/off webcam, sharing screen, etc.
   - ✓ Attend in advance of the Zoom session, say 5-10 minutes earlier
   - ✓ Mute your microphone upon entry and when not contributing to the class
   - ✓ Use the 'raise hand' function and wait till the teachers invite questions from participants
   - ✓ Find a quiet environment without interruptions / background noise
   - ✓ If video is used, make sure that your internet connection is stable, and have good lighting and adjust the webcam so that you can be clearly seen
   - ✓ Use virtual background
   - ✓ Do not attempt to make or share any of the online course content without prior permission of the teachers

6. Others
   - It is technically feasible to restrict students without any CUHK Zoom accounts to join. However, please note the function is being tested and ITSC does not recommend using such function in the first week of online teaching.
   - Upon correct settings in the user account page, the host should be able to view the full meeting controls with "Polling" and "Breakout Rooms" buttons. However, it is now known that when the role of host is transferred, the function of "Polling" will not be transferred.
   - Alternative hosts, transferred hosts, co-hosts, those who do not log in with CUHK computing accounts, and/or those who disable some of the functions in the meeting settings may not be able to use some of the functions and view the corresponding buttons.

Blackboard (learning management system)
1. ITSC's introductory page: https://www.itsc.cuhk.edu.hk/all-it/teaching-learning-and-research/elearning-system/
2. ITSC's practical guides: https://www.edtech.cuhk.edu.hk/lms-blackboard
3. Login:
   - CUHK Blackboard System: https://blackboard.cuhk.edu.hk/
   - CUHK Blackboard (China) System: https://cuhk.blackboard.com.cn/
   - Note: The two Blackboard systems are separate. The Blackboard (China) System is for students who cannot access to the original one, especially those being in Mainland China.
4. Cloning to Blackboard (China) System
   - ITSC offers to clone the course information of an existing course in the current Blackboard System to the Blackboard (China) System for access by students residing in China.
   - For cloning of course sites to Blackboard (China), please inform Ms. Rochelle Ko (email: rochelleko@cuhk.edu.hk) of the offering term and course codes for coordination with ITSC.
   - The cloning is done manually. Please allow some time for ITSC to complete the whole cloning process.
   - Teachers are reminded to maintain the course sites at both systems after cloning.
5. e-Assessment
   - When arranging e-assessment, teachers are reminded to take into consideration that students may have time clash with the assessment of other courses.
   - There may be capacity problem if too many students access Blackboard within a short period of time. If the class size is relatively big and the time for e-assessment is short, e.g., within one day or a few hours, please provide information such as course code, time of assessment, class size, etc., to Ms. Judy Lo of ITSC (judyl@cuhk.edu.hk) so that arrangement can be made to ensure smooth running.
   - As some students may access via the regular Blackboard System while others access via Blackboard (China) System, arranging synchronous e-assessment in the two different systems may be difficult.
   - As advised by ITSC, teachers can set up trial assignments or online tests on both systems with the same settings. Then, ask the students to try to attempt on the Blackboard System and for those who cannot, ask them to switch to the Blackboard (China) System. With the feedback, the teachers will know how many students need to use the Blackboard (China) System and set up the real assessment accordingly.

Panopto (teaching and learning video system)
1. ITSC's introductory webpage: https://www.itsc.cuhk.edu.hk/all-it/teaching-learning-and-research/lecture-recording/
2. Login: https://panopto.cuhk.edu.hk
3. ITSC's practical guides: https://www.edtech.cuhk.edu.hk/videocms-panopto
4. It is recommended to upload the recordings to Panopto as it restricts downloading. However, teachers should be aware that students can always use third-party software or even simply use their digital devices to make a copy of the audio or video recordings.

Resources for students
1. ITSC's practical guides for Zoom: https://cuhk-edtech.padlet.org/web/azkhbq5sjnfo
2. ITSC's practical guides for Blackboard: https://www.edtech.cuhk.edu.hk/lms-blackboard-students

Prepared by Teaching and Learning Office
Last update: 11 Feb 2020