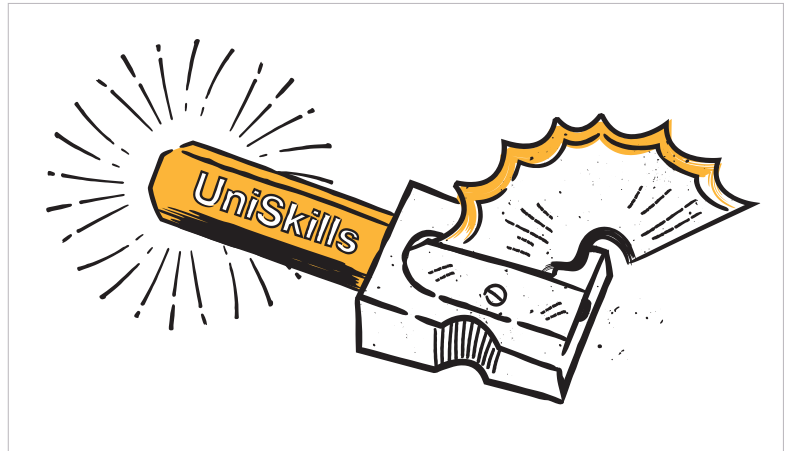## UniSkills

UniSkills is Learning Services brand new package of face to face and online support to help students develop a range of essential academic planning, writing and referencing skills enabling them to produce high quality work. Whether students are just starting their very first assignment and want to learn about planning and structure, are writing their final dissertation, or need help with referencing - UniSkills can help.

You can signpost your students to the ASK desk in the Library for face to face support or to the UniSkills web pages for support online. Online resources can also be embedded into Learning Edge (Blackboard) to provide students with instant access to online resources.

ehu.ac.uk/uniskills
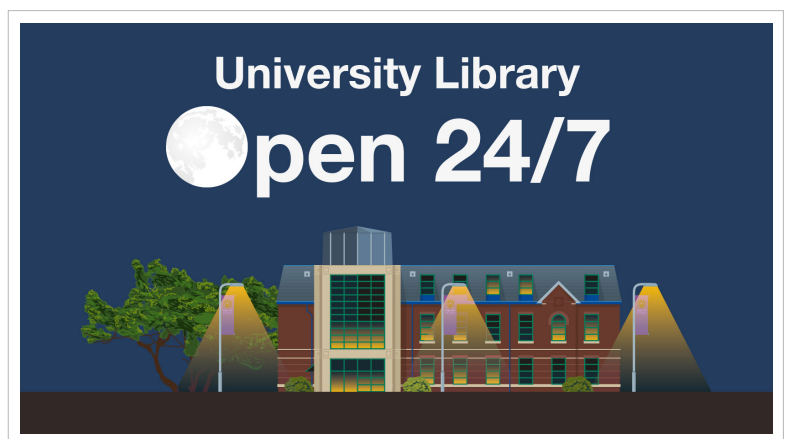
Signpost your students to...

- **Online guides and interactive tutorials:** for students who want to work at their own pace; these can also be embedded in Learning Edge
- **1-2-1 support:** available at the Ask desk or longer appointments, if needed
- **UniSkills workshops:** running throughout the academic year in the library
- **Email 24/7 live chat:** students can email **librarian@edgehill.ac.uk** for remote support or chat with us
- **Bespoke workshops:** can be designed on a particular topic and delivered as part of the taught curriculum

24/7 library
Visit us, get help online, or chat with us 24 hours a day

We know that students like to study at any time of the day or night, so following on from last year's 24/7 opening we have now increased our 24/7 to 38 weeks, an increase of 16 weeks.

We also know that some students may need support outside staffed hours and our knowledge base Ask Us is a great starting point. Ask Us already contains the answers to over 270 popular questions. As well as self-help, our 24/7 live chat service can help students with a variety of enquiries including support with accessing online resources or Harvard referencing – to access 24/7 live chat simply go to **www.ehu.ac.uk/askus** and choose '24/7 live chat'.

University Library
Open 24/7

LTD Updates

■ Learning Edge: System Performance

Services have continued to be robust and reliable in the 2015-16 academic year. Since September 2015 Blackboard achieved 100% scheduled availability, averaged 14,804 monthly active users, 4,230 unique logins a day and 4,015 active courses. The full Learning Edge suite of systems totalled 99.99% scheduled uptime.

■ New features:

Blackboard Learn
- Programme and Module Templates – aligned with the Baseline
- Course list organisation tool – allows users to group their courses by academic year
- Staff tab – provides staff with easy access to the Baseline, templates guidance and staff development events (This is a 1st release of the staff tab, so we need your feedback. Please tell us what you like, what you don't like and any ideas you have for new content)
- Interface updates and general fixes

Blackboard Collaborate (Virtual Classrooms)
- Breakout Rooms
- Polls
- Load content before class, and keep it in the session until deleted by a moderator

Qwickly Attendance (Online Register)
- Custom statuses (excused/absences)
- Record multiple registers for a variety of sessions running throughout a single day
- Re-generate automatic (custom) emails to students that are absent

■ Learning Edge: Course Templates

This year Programme and Module templates have been applied to Blackboard courses, with the aim of enhancing the consistency of student experience (of the VLE) across programmes of study. The templates are aligned with the University baseline and offer a starting point for organising learning, teaching and assessment materials. They contain pre-populated menus to ensure key folders and tools are available and organised consistently, as well as in-context help for staff.

Keep it consistent: You can add to the menu but you shouldn't rename template items.

To help colleagues prepare their courses for 2016-17 using the new templates, a number of face-to-face and online workshops have been made available, in addition to print and video support materials that are available on the new Staff Tab.

New guide: Baseline Use of the VLE - Course templates, consistency and the student experience:
http://www.eshare.edgehill.ac.uk/id/document/21976

Recommendation or Requirement?
Providing all students with separate 'Programme' and 'Module' course spaces, is strongly recommended in order to help students to find what they are looking for more easily and quickly, and improve the relevance of information and activities within each space.

Programme teams wishing to 'opt out' and use an alternative structure (e.g. a meta-site combining a programme space with multiple modules) should secure approval from their Faculty Associate Dean (Teaching and Learning).

Programme teams choosing to 'opt out' should consider creating their own custom template - adopting terminology from the University standard templates -to ensure consistency within their approach.

LTD Updates

Pilot

■ Qwickly Attendance Early Adopters Project – Call for Participants

Following investment in Qwickly Attendance this year, LTD are looking to work with faculty colleagues to advance adoption of this technology.

Qwickly Attendance is a Blackboard course tool that enables faculty to record, track and grade (*optional) student attendance in the Grade Centre. More details are available on the Learning Edge blog: https://blogs.edgehill.ac.uk/learningedge/2016/03/24/introducing-qwickly-attendance-a-whole-new-way-to-create-and-manage-online-registers/

Please get in touch if you and your programme team would like to explore how Qwickly Attendance can help:

- simplify attendance-taking in class
- enable teaching staff to monitor attendance
- enable students to monitor their own attendance
- reduce attendance-administration overheads

■ Turnitin Feedback Studio Preview – Call for Participants

Turnitin have released a major product upgrade that LTD have been testing and evaluating. The new version of the service, called Turnitin Feedback Studio, offers all the functionalities of Turnitin, including Originality Check, GradeMark, QuickMarks, voice comments, rubrics, etc., but with a simplified, more intuitive responsive interface. Feedback Studio also supports keyboard navigation in the interface, WCAG 2.0 accessible colours and contrast ratios, and provides a screen reader accessible Similarity Report.

LTD are keen to hear from active users of Turnitin who would like to preview and provide feedback on the new interface. If you would like a sneak peek and a say in when the system is upgraded and the support that will be provided, please get in touch. Phone 01695 650754 (ext 7754) or ltdsupport@edgehill.ac.uk

Lecture Capture update

Following a successful introductory year, Lecture Capture is poised to take on an important role for supporting disabled students' whose Student Support Plans identify lecture capture as a reasonable adjustment to note-taking. There is also a growing body of evidence to suggest that all students' benefit from having access to recordings of lectures as it can be used, amongst other things to:

- provide a study aid for review and revision
- help accommodate different learning style preferences
- assist students who do not have English as their first language
- assist students who have particular educational needs

As well as recording lectures, the software used (Panopto) has solved some tricky teaching problems, for example, how to assess students' teaching observations from a distance, filming students undertaking clinical skills and providing feedback. You can read one of the case studies here https://blogs.edgehill.ac.uk/learningedge/2016/06/13/technology-supported-learning-lecture-capture/

Lecture Capture is fully enabled in all of the lecture theatres and in some of the larger classrooms. It can be used in all teaching spaces with microphones available for loan from the Library. Recordings of PowerPoints and desktop capture can also be made from office and home computers.

- More information about the potential for Panopto can be found at http://www.eshare.edgehill.ac.uk/10231/
- Comprehensive training and support for colleagues wanting to use lecture capture is available. Check the Staff Development programme on the staff wiki for details.
- For programme teams or departments interested in arranging bespoke training, please contact lecturecapture@edgehill.ac.uk

Learning Support update

Following the changes to support for students with disabilities, each student will now receive a Student Support Plan (SSP). A copy of each plan will be sent to the named departmental contact with details of the support required for the student, including the department's responsibilities.

2 new Learning Support Officers have been appointed to support disabled students use of assistive technologies and their development of study skills through a blend of one to one and group work. These new services form part of the University's response to the reform of the Disabled Students Allowance (DSA).

Andrew Billington the Learner Support Manager is your contact for further information related to the DSA changes or indeed to access advice on specific cases. Andrew is available on 4683 and can be contacted via email billinan@edgehill.ac.uk

Discover more

Over the summer we have made some exciting changes to the way our users can search for content. We have had Discover More for some years but wanted to improve the awareness of the tool and its main search functions. Working with colleagues in IT Services web team we created a number of places where you can easily access it.

You can search Discover More from:
• The Learning Services homepage
• The Discover More homepage
• Learning Services subject web pages
• Learning Edge My Library tab

There are also links via the library catalogue – you will see these on the library catalogue homepage and results pages – just look for the link within the header.

A **'Find everything'** search will locate content from across most of our online collections and print stock. It will find full text journal articles and eBooks; print books with your keywords in the title and/or subject fields; and print journal titles.

A search using **'Find full text journal articles'** will limit your search to peer reviewed, full text journal articles from within the 55,000 electronic journals we subscribe to.

A search using **'Find eJournal titles via A- Z'** will help you find a specific eJournal. The A-Z is the complete list of all the electronic journal titles we subscribe to.

We have also created a number of search options to help students find the content they need much quicker and as a default have excluded newspaper articles and book reviews. This is in response to the users who have often mentioned that these are not the types of information they want. If someone does want these they can of course click to include.

Although we have redesigned the search pages, this hasn't affected the content or functionality of Discover More - you can still do everything you could before. To help you and your students make the most of these changes, there is a brand new guide with step by step information and hints and tips for getting the most from your search.
http://www.eshare.edgehill.ac.uk/6028/1/LS0379_Discover_more_guide_pages.pdf

Team information: Important changes

The Media Development Team is now the Media Production Team.
You can contact them via mediaproduction@edgehill.ac.uk or phone Ian Steel on 7283 or Don Moffatt on 7220

The new name for the site library at Aintree Hospitals is Aintree Library. Address and phone number remain the same. For information about the services at the Aintree Library please go to: https://www.edgehill.ac.uk/ls/aintree/