

Accessing Brightspace Resources

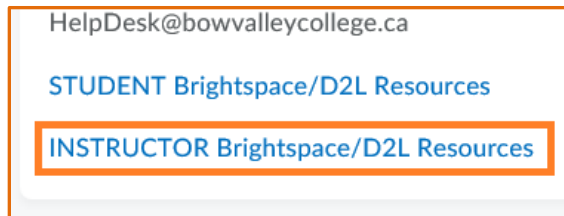
The main channel of support for instructors is Teaching and Learning Enhancement (TLE). TLE consultants provide training and support as and when requested by instructors. Consultants will meet with individual instructors or plan customized group workshops as needed. Contact TLE via email at: tle@bowvalleycollege.ca.

Group Training

Prior to the beginning of each major semester (January, May, September) TLE offers workshops and online courses that cover the most commonly used tools in Brightspace (D2L) and basics of online teaching. More specialized workshops at other times can be arranged as requested by a group of instructors or department leadership. TLE communicates details of these trainings on <https://MyCampus.bowvalleycollege.ca> well in advance.

<http://bowvalleycollege.ca/d2lresources>

This page provides information and instructions related to different areas of Brightspace for instructors. This page is created and maintained by TLE. It can also be accessed via a link at the end of the Brightspace home page.



<http://linkedinlearning.bowvalleycollege.ca>

The online, on-demand learning resources of Lynda.com is now available to the Bow Valley College (BVC) community. Take the following steps to access the Brightspace training on Lynda.com:

- On a web browser on your computer, navigate to <http://linkedinlearning.bowvalleycollege.ca>.
- Enter your BVC email address as username (e.g. username@bowvalleycollege.ca)
- Enter your BVC password.
- Once logged in, in the search field across the top of the page, search for Desire2Learn.

Three courses will appear. These courses have been developed for a general audience and cover features and functionalities of Brightspace for different set ups and scenarios.

ITS Support Desk

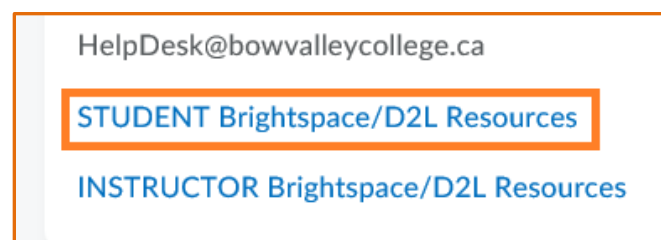
The ITS Help Desk (HelpDesk@bowvalleycollege.ca) responds to enquiries from instructors or learners related to accessing the Brightspace, such as creating accounts, username and password.

Support for Learners

Instructors are expected to have an overall understanding of the tools that they are using in Brightspace (D2L) and be able to provide general guidance to their students as needed. However, Academic Success Center (LSC) provides different levels of support to learners as requested.

<https://bowvalleycollege.ca/student-resources/technology-services>

This page provides information and instructions related to different technology areas for learners. The Academic Success Center maintains the Brightspace-specific page (<https://bowvalleycollege.ca/student-resources/technology-services/d2l-brightspace>), which can also be accessed via a link at the end of the Brightspace home page.



Introductory Workshops for Learners

Brightspace workshops for learners are offered early in the semester. Details of these workshops are communicated on MyBVC, Brightspace News, Student Newsletter, BVC TV, and within departments.

Peer Technology Assistants

Student volunteers provide help at the technology desk on the second floor of the RGO Library. Basic issues such as how to navigate Brightspace to find a course or a tool (e.g., content, quiz, etc.) within a course can be addressed at this desk. If support at a higher level is required, learners will be referred to Computer Strategies Drop-in (see below).

Computer Strategies Drop-in

The Learner Technology Advisor can help learners with their educational technology questions including Brightspace. For drop-in times contact academicsuccess@bowvalleycollege.ca or visit room N266.