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Subject: Request for Show & Tell Jings on Bb 9.1 Issues
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To: hybrid-courses@lists.umbc.edu
Reply-To: hybrid-courses@lists.umbc.edu



Hi Folks,

I'm reaching out to you not only as active Bb instructors, but also because many of you have become familiar with Jing (www.jingproject.com) to "show AND tell" how to use any application one can see on a computer screen.

As such, it's also a great tool for documenting IT issues when computer applications don't behave as expected. We've had intermittent reports of Blackboard slowness (any task taking more than 20-30 seconds to load), as well as some odd behaviors with external links that work one day, but not the next. The challenge is when we hear of these issues, we can't always replicate them. Jing is a great way you can help us capture IT issues so we can investigate further.

If you're willing, I'd like to ask you to do the following for any Bb 9.1 issue you can repeat (particularly slowness as defined above):

1. Capture it with Jing (works on a Mac or PC, is free and can be downloaded at www.jingproject.com)
2. Show or tell the browser and release version you're using (e.g., Firefox 3.6.3, IE8, etc.)
3. Show or tell the operating system you're using (e.g., Windows 7, Mac OSX 10.4, etc.)
4. Show or tell the kind of internet connection you're using (e.g., wireless on campus, wireless at home using Comcast, etc.)
5. Show or tell the specific problem you are able to repeat (reminder there is 5 minute limit on free Jing videos)
6. Upload your video to screencast.com (part of the free Jing service) and get a link you can paste into an RT ticket (<http://rt.umbc.edu>)
7. Create an RT ticket using the "online learning" queue, perhaps with "Bb 9.1 Issue w/Jing" as first part of your subject line
8. Paste the link to your Jing video in the body of your ticket as well as text responses to items #2,3,4 above.
9. Submit the RT ticket
10. OPTIONAL: Add your Jing to the following site so others can learn about "known issues" (I've put up an example):

UMBC Bb 9.1 Known Issues

<https://spaces.umbc.edu/x/vhHg>

Note: We are very willing to escalate known issues to Blackboard, but we need good solid evidence that doesn't require a lot of back and forth just to get basic information. Screen captures and related browser, computer and connection information really help us make the case, and I've seen Blackboard be very responsive when we do.

If you have any questions or suggestions, please let me know. Also, feel free to pass this along to others who may not be on this list, but willing to help us document (and resolve) known issues before the Fall 2010 start of semester.

Thx,

John

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