Teaching with Collaborative Tools

**Collaborative Idea**: Incorporate technology as a learning style (e.g. visual/physical) aid.

Loyola University Chicago’s ITS HelpDesk (HD) incorporates the use of Sakai as a single-source knowledgebase repository. Built-in collaborative tools are \*utilized to assist HD staff and student workers gain a better understanding of organizational policies, procedures, ethics, technical support and performance requirements associated with their position.

\*The guide can be used in any organization exploring the idea of incorporating collaborative tools as learning aids in the areas of professional and personal development in both synchronous and asynchronous training/guidance programs.

**Suggested** Collaboration Tools:

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| **Collaborative Tool** | **Purpose/Use** | **Rational** | **Practical** |
| Adobe Connect | F/S, students and guest can utilize the tool for video conference and collaborative engagement. | 1) Record meetings2) 24/7 reviews.3) Anytime, anywhere synchronous collaboration. | 1) Integrated w/Sakai 2) Available on multiple OS’ and mobile platforms.3)) Audio, MIC, flash and OS testing required. |
| Atomic Learning | On-demand technology training. | Anytime, anywhere technology training via video and documentation.  | 1) Integrated w/Sakai2) Multiple OS supported. However, Cookies must be enabled along w/either Flash or the QuickTime plugin. |
| Forum | 1) Group discussions dubbing as a chat and “help” repository.2) Follow-up re: existing content and/or technical support questions. | 1) 24/7 mobile access.2) Collaborative response/review. | Available via multiple OS’ and mobile devices. |
| Lessons | 1) Create rich modules inclusive of content focusing on technical support *how-to* and end-user training.2) Lessons can be renamed to fit org. needs. | Provides HD employees with a central location complete with white paper info inclusive of escalation, procedure and protocol policies.  | Available via multiple OS’ and mobile devices. |
| Resources | Post documents, multimedia and/or external website links. | Conveniently attach documentation/urls for quick access. | 1) Access restricted based on completed requisites and/or visible only to specific groups.2) Resource = Displayed as a link3) Multimedia – Displayed in a box. |
| Roster | Project participant list. | On-demand roster view. | Print/Export data.  |
| Stats | Site reporting tool. | Provides overview of Project site visitor stats and activity reports. | 1) Reporting based on tools available in the site.2) Chart view preferences. |
| Tasks (Assignment) | 1) Mobile *assignment* tool.2) Submissions are private.3) Assignment return. | 1) Assign tasks for HD members to complete and upload 24/7.2) Grades can be posted to the Gradebook. | 1) Available via multiple OS’ and mobile devices.2) Signature req. form downloads may req. access to scan technology. |
| Test & Quizzes | Online assessment. Inclusive of theoretical and practical application assessment through multiple choice, essay and fill-in the blank questions. | 1) Anytime, anywhere assessment. 2) Provides snapshot of  | 1) Available via multiple OS’ and mobile devices.2) Completion allowance/restrictions may require wired connections.3) Time limits specify completion location by limiting IP address range(s). |