

From: CTE Koehler Center for Instruction Innovation and Engagement
Date: Thursday, March 19, 2020 at 4:33 PM
To: TCU Adjunct Faculty, TCU All Faculty/Staff
Subject: Ramping Up Rapidly - Virtual Support from the Koehler Center

KOEHLER CENTER

For Instruction, Innovation & Engagement

RAMPING UP RAPIDLY

Virtual Support

The Koehler Center's [Ramping Up Rapidly](#) page has separate help pages for [new TCU Online users](#) and [existing TCU Online users](#). These pages also provide buttons that allow all instructors to indicate the issue they are experiencing so that our office can provide the most efficient support possible.

You can absolutely reach out directly to the Koehler Center. The best way to do this is via our designated support buttons. For your convenience, we have placed the buttons from our webpage in this email. Each button contains text to aid you in receiving the best support for your situation. **Click the button below to access the assistance you need.**

Your ICFs are also a source of support. They can provide quick answers to common questions or can direct you to the correct campus office for your question. ICFs are also the point of contact for situations in which the type of assistance outlined below is not appropriate.

Thank you,
The Koehler Center

Have Questions? Not Sure Where to Start?

Click on one of the boxes below to help you request the support you need.

TCU Online Support

Common examples of questions:

- Why can't students see their groups?
- How do I comment on an assignment?
- How do I grade a discussion?
- How do I edit or attach a rubric?
- Where do students see their feedback?
- How do students see quiz results?
- Why can't students see a grade/activity?
- How do I add a grade item?
- How do I fix my grade totals?

Click here for the TCU Online Support form.
We will assist you via email.

Virtual Open Lab

In-person help with teaching/tech topics:

- I watched a webinar about a tool (ex: discussions) and have a specific question for my course.
- I need help making an assignment, leaving feedback, or setting up my gradebook in TCU Online.
- I need to talk through rubric criteria.
- I have questions ready to create an exam in TCU Online.

Click here to book an appointment
with the Virtual Open Lab

Moving from Face-to-Face to Online Format

How do I...

- move my lecture or exam online?
- meet virtually for office hours with individuals or groups of students?
- have students do activities, interact, or work in groups virtually?
- have students do online presentations?
- move student group projects online?
- hold a virtual review session?

Click here to fill out the meeting request form.
We will confirm via email.



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