



Standard 11

Requisite Technology Skills

Overview

“Requisite skills for using technology tools (websites, software, and hardware) are clearly stated and supported with resources.”

Clear instructions must be provided to learners regarding any hardware and software technology, external applications, including publisher resources, required for successful course participation. Technology should not be a barrier to learning.

Practices

1. Provide resources for technology used in the course. CCRI provides information for online students on various technologies: CCRI email, Microsoft Office 365 including OneDrive, Blackboard, VoiceThread, Ally, SafeAssign and Respondus LockDown Browser and Monitor. All such information is on the CCRI page for online students, [Online Learning and Technology for Students](#)
2. Anticipate student challenges: not all students will be tech savvy, especially when it comes to a learning management system, such as Blackboard, or third-party software. Where necessary, provide just-in-time support for technology skills. Link to instructional videos, web pages, tutorials for a specific technology skill required.
3. A screen-cast video on how to access the tools, find online help, and add it to the course along with links to the places explored in the screencast video.
4. Detailed login instructions, including what to do if learners are unable to login or need to reset their passwords in the tool.
5. Syllabus should list required hardware and software requirements for third-party applications.
6. In the syllabus, list technical support contact emails and phone for all non-supported applications.

Example

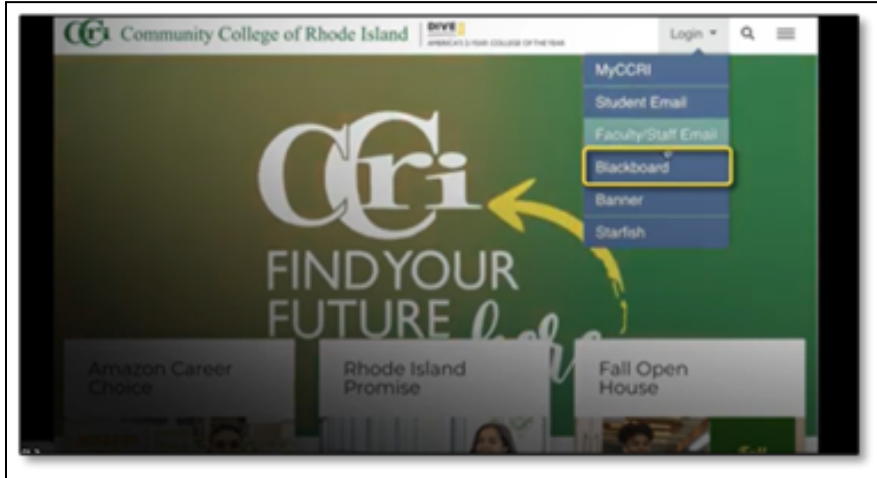
Example 1

Scaffolding technology skills and digital literacy skills can be done just-in-time. For example, you might be requiring your students to submit an assignment in Week 1 from MS Word. Include links to access Microsoft Word (free for CCRI students) and additional resources, videos, and instructions for students who

might not be proficient with the program and might need more support. As an instructor, you can link directly to [CCRI page for Office 365](#) which provides a step-by-step process of accessing Microsoft Word and other Office tools.

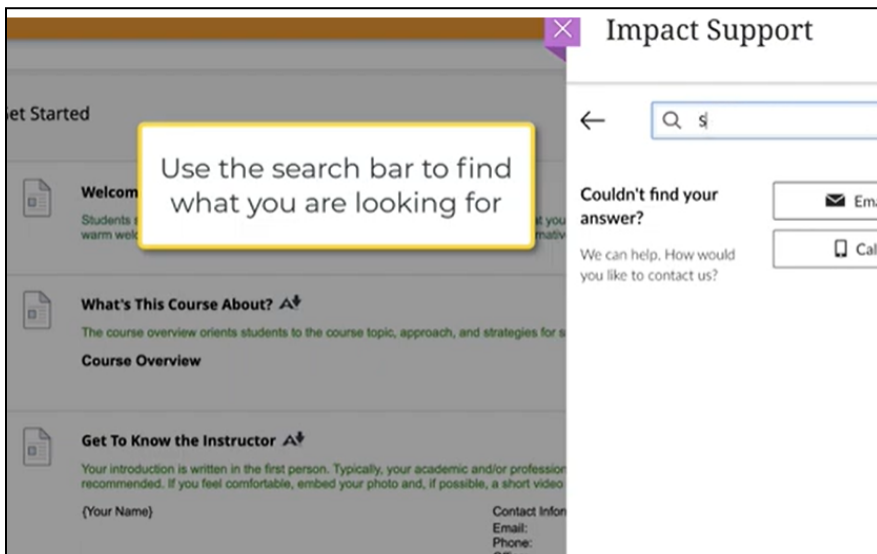
Example 2

Link to [How to Log into Blackboard at CCRI video](#) in your Blackboard technical information area.



Example 3

You can also use this video to explain the [Impact Center in Blackboard](#).



Additional Resources

- [Instructional Technology at CCRI \(for faculty\)](#)
- [Online Learning and Technology for Students](#)
- [Blackboard Ally](#)
- [OSCQR Standard 11](#)



Visit <https://www.ccri.edu/onlinefaculty> to learn more about OSCQR rubric and sign up to participate in a course review.

This standard aligns with the following federal guidelines:



This standard can support **Sections 504, 508** and **ADA guidelines for accessibility**. The technology tools supported by CCRI are selected with accessibility considerations in mind. Instructors choosing to utilize external tools, publisher resources, applications, need to make sure that technology is accessible. Typically, accessible information is available from vendor web sites. Remember, that CCRI offers a great accessibility feature for all CCRI courses regardless of the delivery mode, [Blackboard Ally](#). Utilize this tool to make your course accessible and encourage your learners to utilize Ally as well.



The New England Commission of Higher Education sets forward standards for quality distance education. A course should communicate technology skills and provide support resources.

