LATEST NEWS

Semester 1 - lift off

Last week marked a significant milestone in the MyLO project.

It was a demanding time across all University systems: in MyLO alone, the maximum number of concurrent users on the first day of Semester was just over 3900, with an average of 3700 daily since, which was a significant load increase on the system.

The resulting degradation of service instigated immediate action, which saw capacity increased overnight and resulted in a significant improvement in response times. Overall MyLO performed extremely well, despite being heavily impacted by unexpected data changes to other UTAS systems.

The flow-on impact of these data changes had the MyLO and Service Desk staff working extremely hard to support users during this time restoring access to units within a very short timeframe. Around 530 calls (72% from students and 28% from staff) to the MyLO help desk were logged during the first week of Semester with the majority of calls related to logging in and viewing units. This is not unusual at this time of year, however due to problems elsewhere in the system the volume of calls about these issues was far higher than expected. We are extremely pleased with how few calls related to use of the system with most students finding the new MyLO easy to use.

Update links and files

It is important to check that your unit materials for 2013 contain up-to-date links, particularly if you have migrated the unit from a previous year. File locations may have changed, material may be out of date and links may need to be re-established. The top 5 things you need to check are:

- All dates for assessments, assignments, etc;
- Links to MyMedia resources;
- Links to content;
- Latest content outlines; and
- Group settings, restrictions and controls.

MyLO resource locations

All staff development related to MyLO is delivered by the UTAS Tasmanian Institute of Learning and Teaching (TILT). Its aim is to promote and embed a culture of excellence in higher education and teaching.

Online

Most of the UTAS MyLO support resources for staff and students are on the MyLO website under MyLO Staff Support and MyLO Support for Students respectively. Here you can easily search or browse by title, key words and other search terms.

These resources are also listed on the MyLO section of the Teaching and Learning website under the menu items A-Z of Staff Resources and Assistance by teaching task.

You can also try the online help provided by our vendor Desire2Learn at the top right of any page within MyLO.

Resources within MyLO

There are two UTAS Learning Object Repositories (LORs) - MyLO staff Resources and Resources for Students. To access these, either click on the LOR link at the top of your My Home page, or follow the links to the LORs from within the MyLO unit Teaching Online in MyLO. Here you can easily search or browse by title, key words and other search terms.

In person

If you would like to talk to someone about how MyLO can be used to improve your student's study experience or even how you can deliver a unit fully online, you can talk to the support staff, either a member of the Educational Developer Team, a Learning Systems Support Team member or an Educational Developer in your Faculty or Department.

If you would like to suggest a resource on a particular topic or have developed one yourself, contact one of the Educational Developer Team.
Working with MyLO: welcome students

Initial engagement

- Use a [News Item](#) to welcome students to your MyLO unit. You may wish to include:
  - an image or video of you introducing yourself;
  - an explanation of how MyLO will be used;
  - information about how you and your students will communicate;
  - advice about how often students should visit the MyLO unit for updates and so on; and
  - links to relevant [student desktop guides](#).

- Consider including a discussion topic where students can introduce themselves. This is particularly relevant to distance students.

Check out the new [MyLO The Essentials (desktop version)](#) PowerPoint resource to help introduce students to MyLO in the first few weeks of classes.

Discussion forums in MyLO - replies

In MyLO you can control how you receive notifications about activity in your units. You can receive a periodic summary of activity, or receive instant notifications as things happen.

If you have chosen to receive instant notifications, an email will notify you that a post is made. To respond to a discussion post:

- **Please do not reply to the email.** All reply emails will be sent to UTAS MyLO Support, not your lecturer or classmates, or, in the case of staff, your students;

- Instead, click on the discussion post title in the email you have received. This will take you directly to your units discussion forum; or

- Alternatively, log in to MyLO, navigate to your unit and reply to the relevant post in its discussion topic.

For more information, please contact: [MyLO.Support@utas.edu.au](mailto:MyLO.Support@utas.edu.au)

MyLO news locations

The latest news and information about the overall project and important information about technical operational issues is available in MyLO [What’s new](#) on the Teaching & Learning website.

The same news is also available on the [MyLO Blog](#), where articles from the Weekly Update also appear. Past editions of the newsletter are in the [MyLO Weekly Newsletter Archive](#).

Feedback wanted

Your feedback about how MyLO is performing, the choices you make in creating units and the options you choose for your online delivery is an important element in sharing knowledge throughout UTAS about MyLO’s capabilities.

If you have an experience you’d like to share, please contact: [MyLO.Support@utas.edu.au](mailto:MyLO.Support@utas.edu.au)

Stay in touch

We will endeavour to keep you informed of changes and provide ongoing support so that you can get the most out of MyLO.

If you have experienced any problems, or you have the need for a specific resource or an accessible version, please contact: [MyLO.Support@utas.edu.au](mailto:MyLO.Support@utas.edu.au)

Mastering MyLO

**Tip 9: Deliver more online**

Do you want to deliver more through the online environment and give your students the best opportunity to benefit?

Why not consider some of the top 10 moves you can make to deliver content online and then explore some further innovative ideas?

It’s all in the informative [Desktop Guide – Move onto MyLO](#).
Profile – Student Centre

Sally Fuglsang from the Student Learning Team in the Student Centre recently attended a training session to learn more about MyLO. While she had done general training in late 2012, she found the school-based approach extremely useful.

“Quite often,” she explained, “students come into our Drop In space to seek some assistance with their academic skills, and we need to work with them in MyLO to effectively meet their needs. Where the students’ needs are MyLO-based, we have found the MyLO team brilliant at addressing student concerns. For example, some lecturers put tutorial signups on their MyLO unit while others may not, and it’s useful to know how to show students where they can access that information in MyLO.”

“I was focused on finding out what the students needed to know, so a lot of the time during the course I was applying what I was hearing about MyLO from the student perspective,” she said.

MyLO Central Staff Workshops: this week

<table>
<thead>
<tr>
<th>Date</th>
<th>Your Orientation to Online Learning</th>
<th>The Essentials</th>
<th>Assessment Part 1 (Designing)</th>
<th>Assessment Part 2 (Completing)</th>
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<td>6 Mar</td>
<td>13:00pm-14:30pm NHM eLab 1 Newnham Campus [Register here]</td>
<td>13:00pm-14:30pm MML eLab 1 Sandy Bay Campus [Register here]</td>
<td>10:00am-12:00pm MML eLab 1 Sandy Bay Campus</td>
<td>13:00pm-15:00pm NHM eLab 2 Newnham Campus [Register here]</td>
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<td>10:00am-11:30am NHM eLab 2 Newnham Campus</td>
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<tr>
<td>8 Mar</td>
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<td></td>
<td>10:00-12:00pm MML eLab 1 Sandy Bay Campus</td>
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For all your support needs, please contact: service.desk@utas.edu.au or call 6226 1818
www.utas.edu.au/learning-teaching-online
CRICOS Provider Code: 00586B