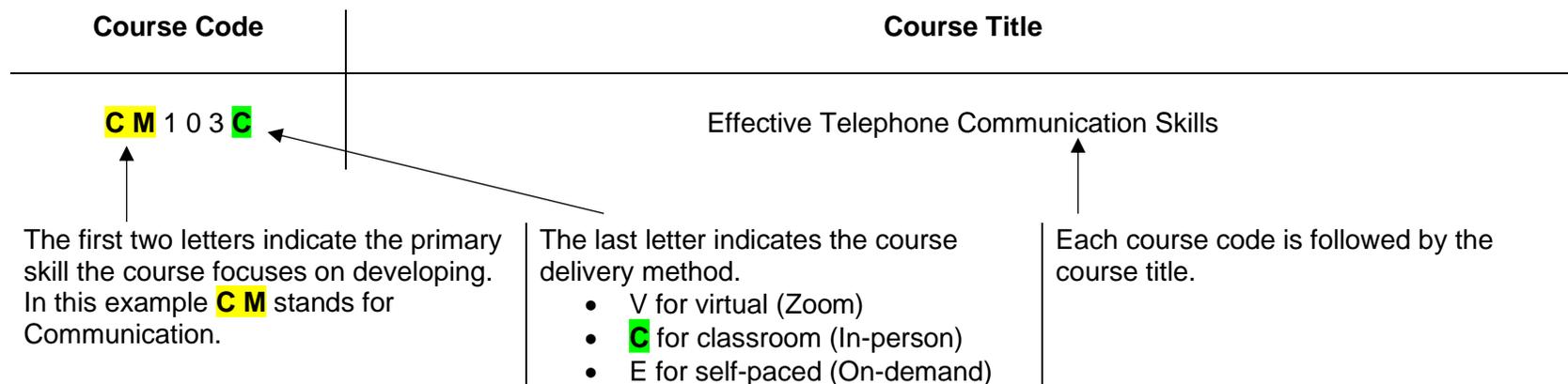


Instructor's Guide

Elevate the Learning Experience

Understanding ElevatED Course Codes



Note: Course codes that end in E are self-paced (or on-demand). Instructors will not receive any notifications for these courses.

ElevatED Quick Glossary

Course: This is the course that you teach. For example, Effective Telephone Communication Skills.

Session: Formerly called “offerings”, these are the dates your course will be offered. For example, Effective Telephone Communication Skills has two sessions, one in October and one in November.

Learners: Any individual enrolled in a learning event at Auburn University or A U M.

Instructor: Formerly “facilitators”, all individuals who partner with H R D to deliver courses to our Learners.

Instructor Email* Notifications

***As ElevatED grows and we receive feedback, emails are subject to change.**

When Your Course Is Scheduled:

When you are added to ElevatED and assigned a course, you will receive up to four emails for a virtual session and two emails for an in-person classroom session.

Added as Instructor Email

The first email you review will be from hrddept@auburn.edu and it will let you know you have been added as an instructor to a course. Please confirm the V or C at the end of your course code.

The screenshot shows an email interface. At the top, it says "You have been added as an Instructor". The sender is "Auburn Human Resource Development <hrddept@auburn.edu>" with a profile picture showing "AH". Action buttons for "Reply", "Reply All", "Forward", and a share icon are visible. The date and time are "Mon 10/3/2022 11:40 AM". A small note says "If there are problems with how this message is displayed, click here to view it in a web browser." The main content area has a header "ElevatED Auburn's Employee Education Center" and a dark blue box with white text that reads "You have been added as an Instructor". Below this, the text says: "Hello", "You have been added as the Instructor for the session, CM103C Effective Telephone Communication Skills.", "This session is part of the Course, CM103C Effective Telephone Communication Skills.", "Session Timings: 09:00 AM CST, Tue Nov 29 2022 - 11:00 AM CST, Tue Nov 29 2022", "Thanks and War Eagle!", "Auburn Human Resource Development", and "Contact hrddept@auburn.edu for questions or to request accommodations." A "Help" link is at the bottom.

Virtual Session Emails

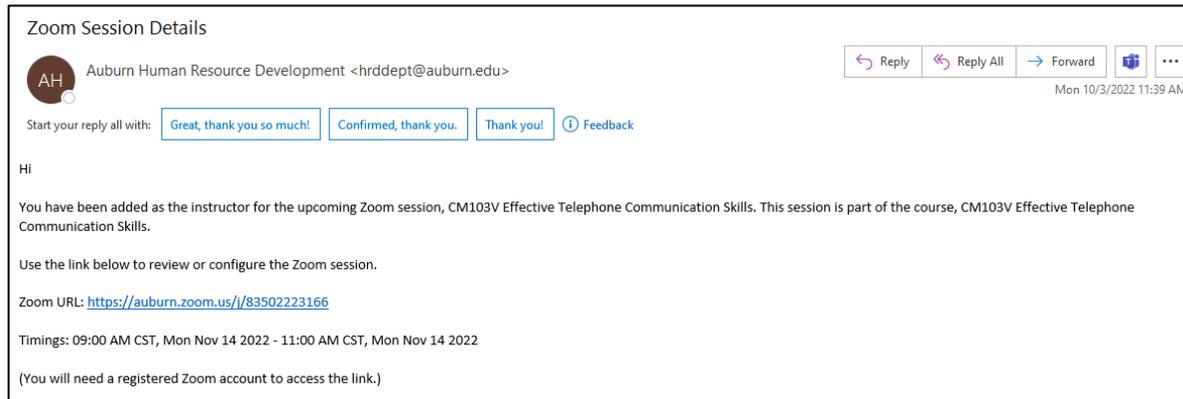
When you are scheduled for a virtual session, you may receive the following emails:

- A Zoom invitation from zoomhrd@auburn.edu. (This may go to your Other/Unfocused folder.) We recommend clicking Add to Calendar for direct access to your session U R L from Outlook on the day you're scheduled to instruct. This allows you to bypass ElevatED and go directly into your Zoom session.

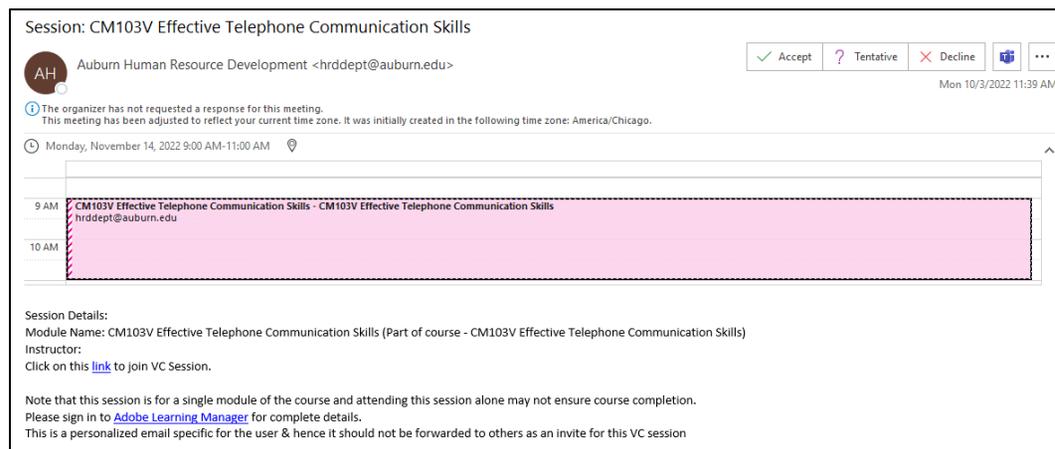
NOTE: H R D has found this notification to be the most comprehensive and helpful for instructors to schedule and access their virtual learning session.

The screenshot shows an email interface. At the top, it says "ElevatED invites you to join a Zoom meeting as alternative host". The sender is "Zoom <no-reply@zoom.us>". The email body features the Zoom logo and a message: "Hi ElevatED (zoomhrd@auburn.edu) invited you to a Zoom meeting as alternative host." It lists the meeting details: "Meeting Topic: CM103V Effective Telephone Communication Skills" and "Meeting Time: Nov 14, 2022 09:00 AM Central Time (US and Canada)". There are three links: "Add to Calendar", "Add to Google Calendar", and "Add to Yahoo Calendar". A prominent blue "Start Meeting" button is present. Below this, it explains that as a host, you can start and end the meeting, and provides a direct link: "https://auburn.zoom.us/j/83502223166". It also lists phone numbers for joining by telephone: "Phone one-tap: US: +16469313860,83502223166# or +13017158592,83502223166#". Finally, it provides dial-in numbers for higher quality: "Dial: US: +1 646 931 3860 or +1 301 715 8592 or +1 309 205 3325 or +1 312 626 6799 or +1 646 876 9923 or +1 386 347 5053 or +1 564 217".

- A Zoom Session Details email with the Zoom link. This U R L will allow you to enter your virtual session directly from your email, bypassing ElevatED.



- A calendar invitation will mark the time for your session on your Outlook calendar. If you chose to enter your course from the hyperlink in the calendar invitation, you will be taken to ElevatED and may need to switch to the Instructor role to access your course U R L. (More on that in Entering ElevatED.)



In-person Classroom Session Emails

When you are scheduled for an in-person classroom session, you will receive a calendar invitation. This will add the course to your Outlook calendar and include the location and address.

NOTE: HRD has found this notification to be the most comprehensive and helpful for instructors to schedule their in-person learning session.

Session: CM103C Effective Telephone Communication Skills

Auburn Human Resource Development <hrddept@auburn.edu>

Mon 10/3/2022 11:40 AM

The organizer has not requested a response for this meeting. This meeting has been adjusted to reflect your current time zone. It was initially created in the following time zone: America/Chicago. This appointment conflicts with another one on your calendar.

Tuesday, November 29, 2022 9:00 AM-11:00 AM 1204A AU Administrative Complex

9 AM Session: CM103C Effective Telephone Communication Skills
 1204A AU Administrative Complex
 hrddept@auburn.edu

10 AM

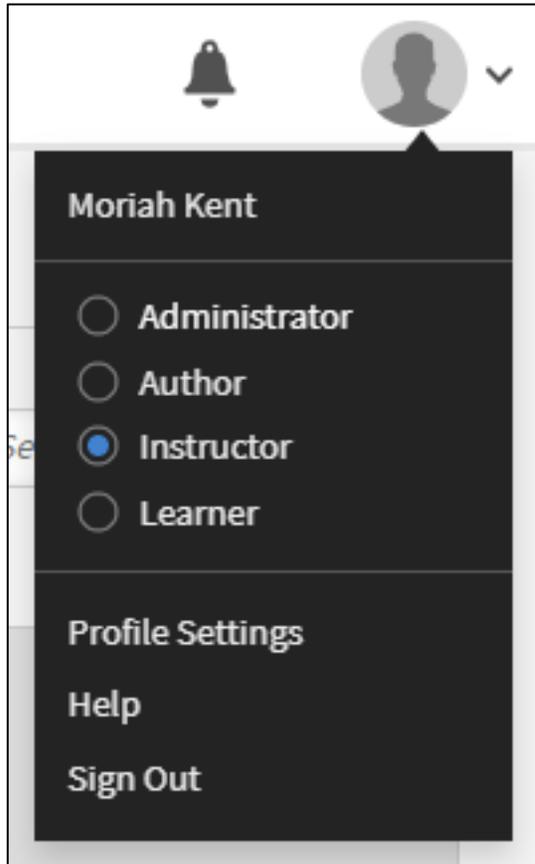
Session Details:
 Module Name: CM103C Effective Telephone Communication Skills (Part of course - CM103C Effective Telephone Communication Skills)
 Instructor:
 Location: 1204A AU Administrative Complex
 Location Information: 1550 East Glenn
 Location URL:

You will find the ElevatED logo for logging in on your AU Access page and valuable resources at aub.ie/elevated.

Reminder: as ElevatED grows and we receive feedback, emails are subject to change.

Entering ElevatED

When you enter ElevatED, you may be brought in as a Learner. To access your Instructor information, switch roles by clicking on your profile picture in the top right of your screen. Select Instructor from the dropdown.



Access Your Courses

You will be taken to your Instructor Dashboard. Here you can see all your upcoming sessions. To access past sessions, use the navigation menu on the left-hand side of your dashboard.

The screenshot displays the 'Your Upcoming Sessions' page. On the left is a dark navigation sidebar with the following items: 'YOUR SESSIONS' (with sub-items 'Upcoming Sessions' and 'Past Sessions'), 'MODULES', and 'Submissions/Checklists'. The main content area is titled 'Your Upcoming Sessions' and includes a welcome message: 'Welcome Your Name . You are signed in as an Instructor.' Below this is a search bar labeled 'Search for Course or Session/Module' and a note: 'Below is the list of all your upcoming sessions as an Instructor.' A table lists the sessions with columns for Session Name, Start Date, End Date, Timings, and Reviews Pending. One session is listed: 'CM103C Effective Telephone Communication Skills' with a start date of 'Nov 29, 2022', end date of 'Nov 29, 2022', and timing of '09:00 - 11:00'. The 'Reviews Pending' status is 'Submission not enabled'. Below the session name, there are links for 'Course: CM103C Effective Telephone Communication Skills' and 'Instance: 11/29/2022'.

Session Name	Start Date	End Date	Timings	Reviews Pending
CM103C Effective Telephone Communication Skills Course: CM103C Effective Telephone Communication Skills Instance: 11/29/2022	Nov 29, 2022	Nov 29, 2022	09:00 - 11:00	Submission not enabled

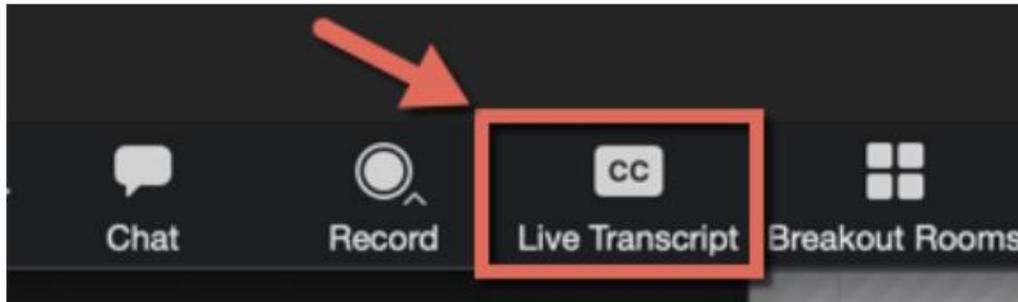
Before Class

Virtual Class Set-Up

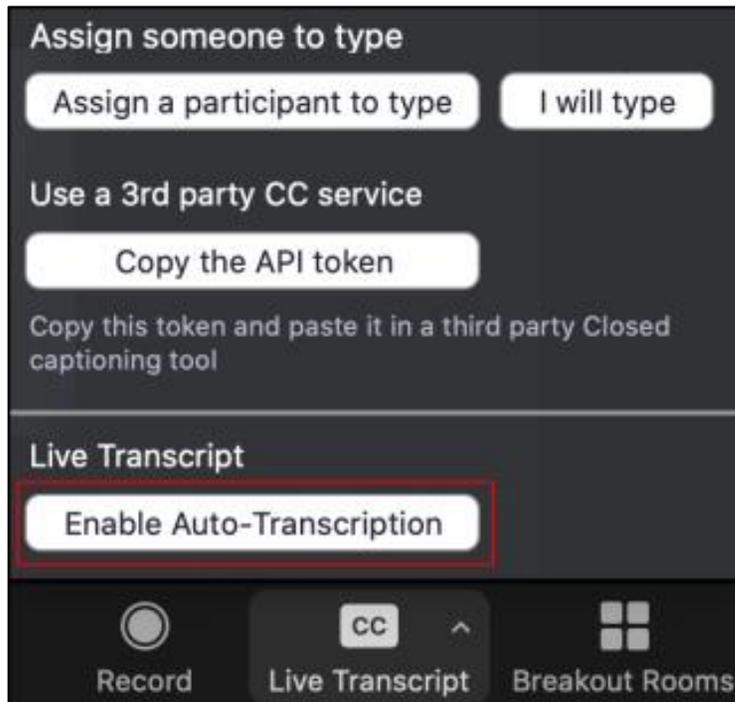
Location: Zoom

1. Be sure that your Zoom is updated with the most recent version. Click here to learn how to [check for updates](#).
2. Make sure that you log on at least 10-15 minutes early to make sure technology is working properly.
3. Enable Live Transcription within Zoom.
 - a. Make sure you are [running the latest version of Zoom](#) before you enable Live Transcription.
 - b. Start your Zoom Session.

- c. Click Live Transcription from your Zoom toolbar at the bottom of your screen.



- d. When Live Transcription is open, click the Enable Auto-Transcription button.



Adding Materials to Virtual and In-Person Classroom Sessions

H R D strongly recommends that you upload materials such as handouts, PowerPoints, P D Fs, etc., a few days prior to your session as paper copies will no longer be made available unless a specific accommodation request has been made. To upload materials, do so in the Resources section of your course. Select the session you would like add materials to by clicking on the Session Name.

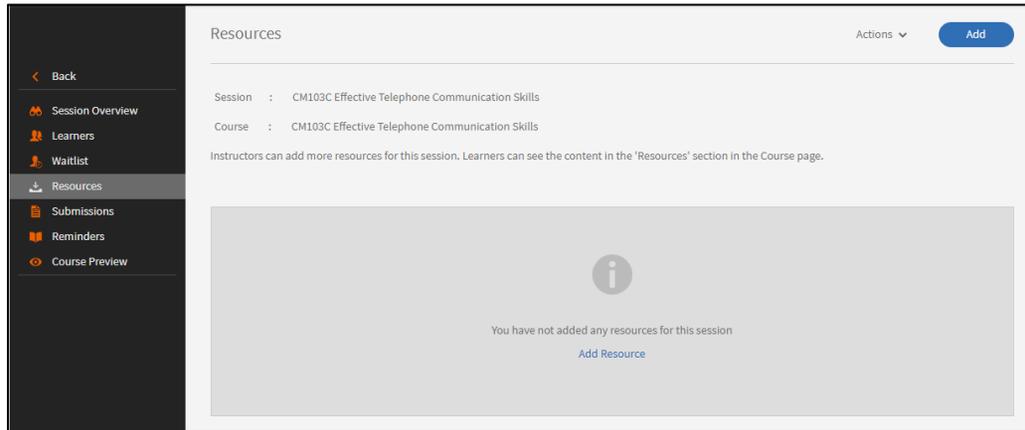
The screenshot shows the 'Your Upcoming Sessions' page. On the left is a dark sidebar menu with options: 'YOUR SESSIONS' (expanded), 'Upcoming Sessions', 'Past Sessions', 'MODULES', and 'Submissions/Checklists'. The main content area displays a welcome message: 'Welcome Your Name . You are signed in as an **Instructor**.' Below this is a search box labeled 'Search for Course or Session/Module' and a note: 'Below is the list of all your upcoming sessions as an Instructor.' A table lists the sessions:

Session Name	Start Date	End Date	Timings	Reviews Pending
CM103C Effective Telephone Communication Skills Course: CM103C Effective Telephone Communication Skills Instance: 11/29/2022	Nov 29, 2022	Nov 29, 2022	09:00 - 11:00	Submission not enabled

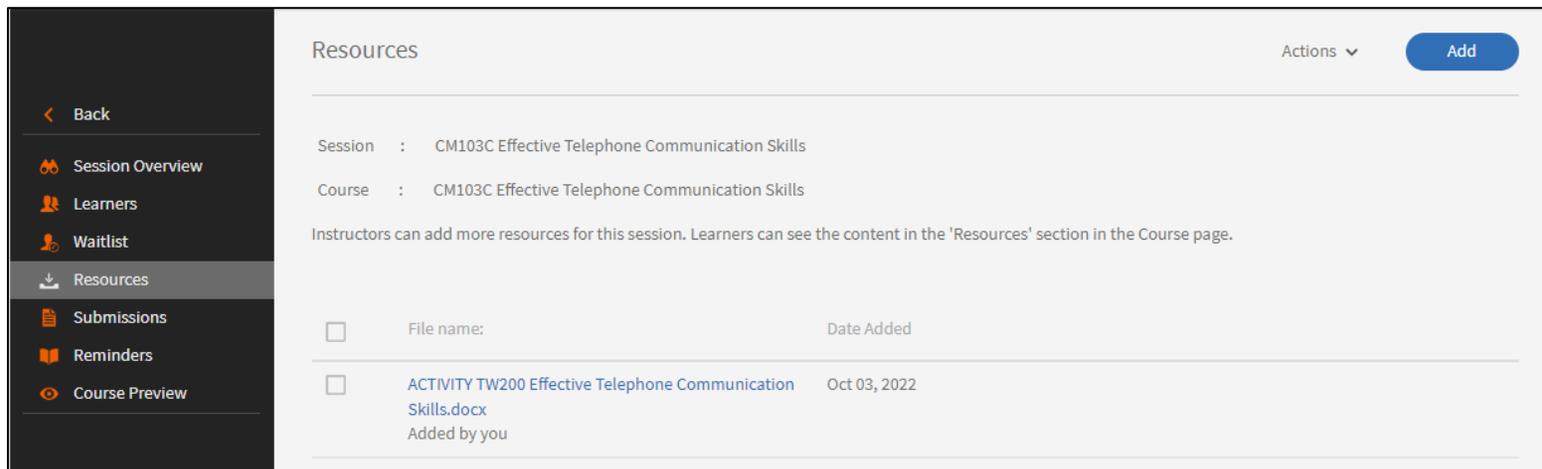
From the left-hand side menu select Resources.

This image shows a close-up of the left-hand side menu. The menu items are: 'Back', 'Session Overview', 'Learners', 'Waitlist', 'Resources' (highlighted with a grey background), 'Submissions', 'Reminders', and 'Course Preview'.

Select the blue Add button in the top right of your Resources Screen. You'll be able to add a resource from your computer.



You will see your added Resource appear on the Resource page.

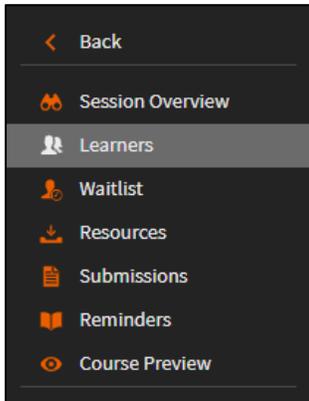


To preview your materials, select Course Preview from the navigation menu on the left-hand side of your Resources page. On the Course Preview page, you can confirm that your resources are available to Learners on the right side of the course under Resources.

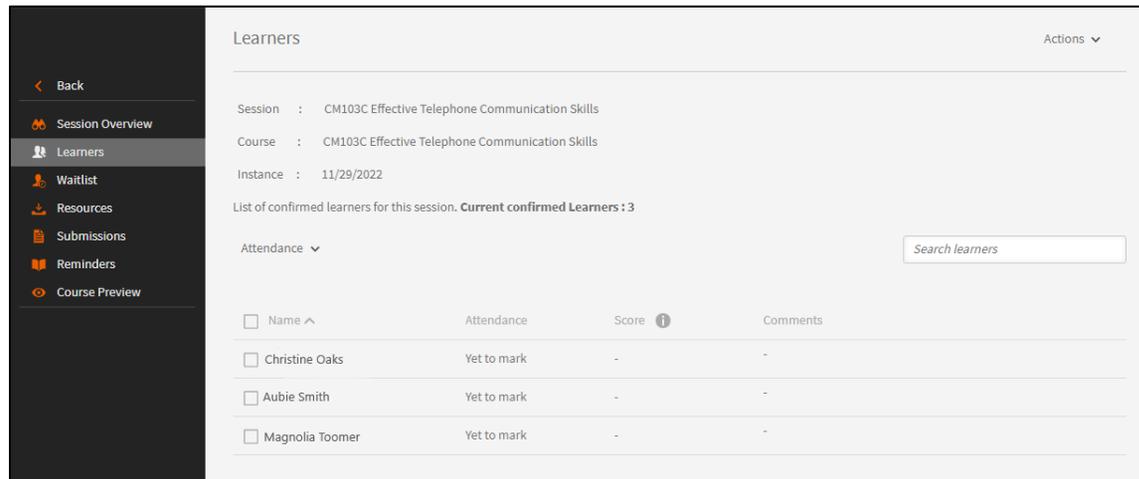
The screenshot displays the course preview interface for 'CM103C Effective Telephone Communication Skills'. On the left, a dark navigation menu includes options like 'Back', 'Session Overview', 'Learners', 'Waitlist', 'Resources', 'Submissions', 'Reminders', and 'Course Preview' (which is highlighted). The main content area has a teal header with the course title. Below the header, a description states that participants will build on their customer service skills and learn techniques for interacting with others. A 'Modules' section lists 'Core Content' with a 2-hour duration, including a 'Your session' entry for 'CM103C Effective Telephone Communication Skills Classroom' on Nov 29, 2022, from 09:00 am to 11:00 am. The session details include a 20-seat limit, a 2-hour duration, and the location: 1204A AU Administrative Complex, 1550 East Glenn. On the right side, there are additional details: 'No Deadline', '4 enrollment(s)', a question about skill levels with associated credits, and a 'Resources' section containing a document titled 'ACTIVITY TW200 Effective Telephone Communication Skills.docx'.

Check Your Course Roster

Within your course, you can access your classroom and virtual session rosters by selecting Learners from the left-hand Navigation menu.



From here, you can access a list of enrolled Learners.



The 'Learners' page displays session and course information, a search bar, and a table of enrolled learners.

Session : CM103C Effective Telephone Communication Skills
Course : CM103C Effective Telephone Communication Skills
Instance : 11/29/2022

List of confirmed learners for this session. **Current confirmed Learners : 3**

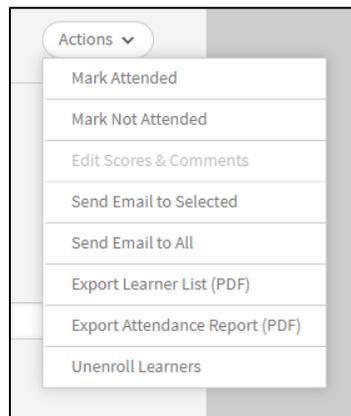
Attendance ▾

<input type="checkbox"/> Name ^	Attendance	Score ⓘ	Comments
<input type="checkbox"/> Christine Oaks	Yet to mark	-	-
<input type="checkbox"/> Aubie Smith	Yet to mark	-	-
<input type="checkbox"/> Magnolia Toomer	Yet to mark	-	-

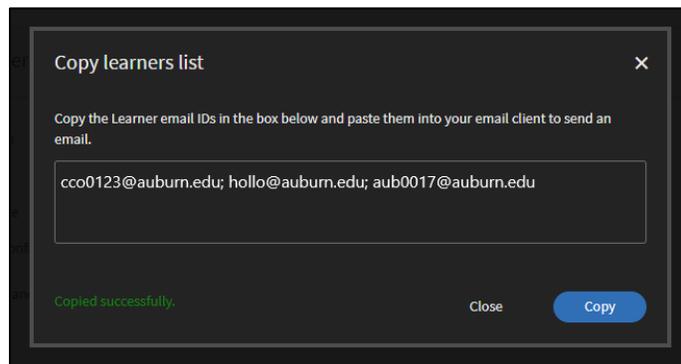
Email Your Roster

From your Learner List, you can email your classroom and virtual learners individually or in bulk. Check the boxes to the left of your Learners to select them individually or select the check box next to Name to select all learners.

From the Action dropdown in the top right of your Learners page, select Send Email to Selected or Send Email to All.

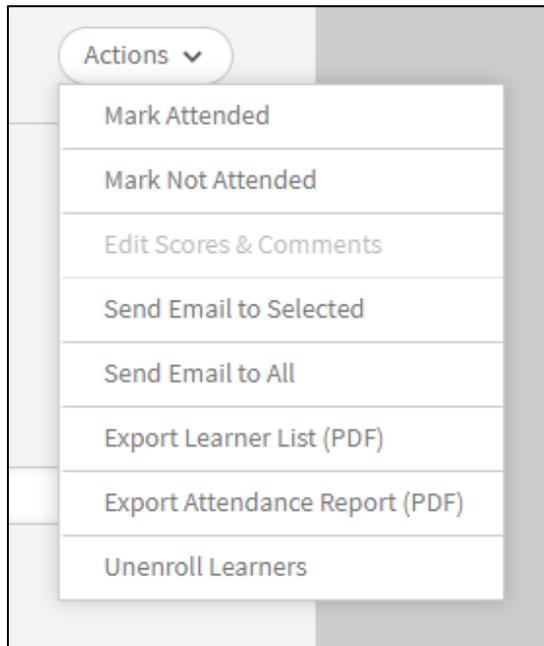


A popup will appear. From here, select the blue Copy button. Open your Outlook and paste into the “to” field. Send your email as normal.



Download Your Roster

From the Action dropdown in the top right of your Learners page, select Export Learner List to download your roster.



A P D F will immediately download to your computer.



Marking Attendance

For consistency, H R D will be marking attendance for all sessions. It is very important to note that Mark Attended is a permanent designation and cannot be edited or reversed.

In-Person Classroom:

1. For in-person classroom sessions, H R D will continue to provide a printed copy of the roster for attendees to sign in.
2. Return your roster to H R D for processing.

Virtual:

1. For virtual sessions, H R D will be checking Zoom Usage reports.
2. At the end of your virtual session, go to auburn.zoom.us and sign in.
 - a. Select Reports on the left-hand navigation menu.
 - b. Select Usage. (You may need to adjust the date range at the top of the page.)
 - c. Select the number under the Participants column.
 - d. Check the boxes for Export with meeting data and then select the blue Export button.
 - e. Email the spreadsheet that downloads to hrddept@auburn.edu with the subject line ROSTER PROCESSING.

Accessibility Accommodations

You may receive an email from H R D letting you know that a Learner in your upcoming session requires an accommodation. This could include access to materials ahead of time, reserved seats, microphone usage, etc.

H R D is committed to creating a learning environment that meets the needs of its diverse employee population and we will work with all of our Instructors to ensure learner accommodations are honored.

Questions or Concerns

For any questions, concerns, or technical issues, reach out H R D at hrddept@auburn.edu.