Desire2Learn Basic Skills

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Getting Help with Desire2Learn (D2L) at OU

URL: http://learn.ou.edu

Online Help:

1. Log into D2L with your OU Username and password.
2. Click the “Need Help” link in the upper left or the blue “Need Help?” logo.

What you can find:

- **Instructor and Student Help Articles** will take you to the OU IT Solutions “ZenDesk” website. From there, you can search for D2L help by topic. See below.
- **Computer Requirements** lists supported browsers, operating systems, computer component requirements, and web browser settings.
- **Useful Links** displays a page of links to other related OU and web resources.

OU IT Solutions ZenDesk (D2L Help files)

1. Log into D2L with your OU Username and password.
2. Click the “Need Help” link in the upper left or the blue “Need Help?” logo.
3. Click the “Instructor and Student Help Articles” link. This will display all help topics associated with Desire2Learn. You can browse through the articles or search for help on a specific topic.
4. To search for help on a specific topic or tool – type the keywords in the search box and click “Search.” For example, type “Discussions” if you want to locate all help topics associated with the Discussions tool.
5. If you are unable to locate help files for your specific question – send a request for help to learn@ou.edu and the system administrator will create a help topic in the database just for your question!

Phone Help: (405) 325-4357

The OU IT Helpdesk is staffed 24 hours a day and can be reached by calling (405) 325-4357. However, if you are an instructor looking for help with D2L, you will want to call Monday–Friday, 7AM to 8PM; excluding university holidays. During these hours, full time IT employees are on hand to assist faculty with D2L. OU students run the helpdesk during the evening, weekend, and holiday hours. Student employees do not have sufficient permission levels in D2L to answer complex questions or troubleshoot your course. Student workers can, however, report an emergency to the on-call staff member. If you feel there is an emergency problem with your course, do not hesitate to call at any time of the day.
My Home Orientation

After you successfully log in to D2L, you are taken to the My Home page. You can return to this page at any time by clicking the “My Home” link in the upper left corner. Below are the main features of My Home.

**Internal Links**
Click to open resource or tool within D2L.

**Urgent Notices**
System outages are rare but will be prominently displayed above the My OU D2L Courses widget.

**External Links**
Click to open these OU Applications in a new window.

**News Items**
The D2L administrator posts general announcements in the News widget. These contain helpful information, FAQs, system bugs, and other noteworthy information.

**My Courses**
Click the link to enter a course. Courses links are always active to instructors. Student links are clickable only during the active semester. “Course access starts...” and “Course access ended...” notes refer to the ability of students to access the courses. By default, students can access the course on the first day of the semester. Instructors can change course access dates. Remove unwanted semesters by clicking on the corresponding expand and collapse icons.

**Personalization**
Use Preferences to change your default font, manage accessibility options, and create an email signature line. Use the Homepage tool to create or upload an html page within D2L. Post your picture and share information with your students by filling in the Profile form. Students can check their grades and course related information by clicking View my Progress. Each person has a private Locker holding up to 50 MB of files.
Course Home – Posting News Items

To enter a course, click its link in the My Courses widget on the My Home page. The entry page is called the “Course Home.” Tools on this page include Updates, Upcoming Events, News, and Role Switch.

The most widely used tool on the Course Home page is the **News** tool. This is where an instructor posts messages for students.

**To Add a News Item:**

1. Click the “Add News” Item icon.
2. Enter a subject for the Headline
3. Type the body of the post in the Content box. Note the HTML editor options.
4. Save. Click “Course Home” to view the news item on the Course Home page.

**Upcoming Events** displays Dropbox and Quiz due dates, and any event title you manually add to the calendar. To manually add events, click the “Open Schedule” icon, click “New Event,” fill in the form, and save. Be sure to change the event access type to a course event so it will be viewable to students. Otherwise, the default setting is “personal” and thus only visible to you.

**Updates** displays the number of unread discussion threads, number of new students enrolled, etc.

**Role Switch**, viewable only to instructors and TAs, allows you to switch to student view of the course.
Understanding Content

When an instructor clicks the Content link in D2L, they are taken to the “Manage Content” view. This view allows you to organize and upload course materials. Upload course materials to the Content area by using the New Module and New Topic commands.

Modules: Before uploading content, you must group your course materials into Modules. Think of a Module as an organizational container for class materials.

Topics: Topics are files and links posted within modules. D2L accepts a wide range of file types: text files, images, multimedia, etc. Topics can also be links both inside (dropboxes, quizzes, discussion threads, etc.) and outside (websites) the course.

Other Views:

View Content: Clicking the “View Content” link will take you to a view similar to student view. The difference being that you still see the “Content Areas” box and a student would not see that box.

Reports: Clicking the “Reports” link allows instructors to see how many students have clicked on any given topic in the Content area. Clicking the corresponding view number shows which students have accessed the topic and for how long. Caution should be used in the interpretation of the report data. The Report feature only tracks the number of clicks. There is no way to know if the student read or understood the topic.

Manage Files: Clicking “Manage Files” displays the files you have uploaded to D2L. See the Content User Guide for more detailed information on the File Manager.
Uploading Content

Before uploading course content, instructors must organize their Topics (files and links) into Modules. “Course Information” is an example of a module that would hold administrative type documents such as a syllabus, class policies, a calendar, etc.

In this example, we are going to create a module titled Course Information and upload the course syllabus.

Create a Module:

1. Click the “New Module” icon.
2. Fill in the Title. (Course Information, in this example.)
3. The restrictions tab allows you to hide or set starting and ending dates for all topics within the module. Ignore the restrictions tab if you want the information to always display to students.
4. Save. Click “Manage Content” to return to the Manage Content view.

Create a Topic: (Upload files)

1. Click the “New Topic” icon. There are four options to adding a new topic:
   a. Create New File - this opens to the HTML editor and you can type a new document in HTML format.
   b. Course File - use a document that you have already uploaded to Manage Files.
   c. Upload New File - upload a document from a file on your computer.
   d. Quicklink - link to a location in your course or to a website.
2. Assuming you want to upload a file from your computer, click “Upload New File.”
3. Select the Parent Module. (Course Information, in this example.)
4. Title the topic. (Syllabus, in this example.)
5. Click the Browse button and locate the syllabus file on your computer. 
   **NOTE:** It is important to consider the types of files you are uploading for student use. A web browser does not know how to display a Word document. It is much friendlier to convert Word and other text type files to .PDF format.
6. Save. Click “Manage Content” to return to the Manage Content view.

After following these steps, your screen would look similar to this:

Multiple topics can be added to a single module. In this example, we might also upload the course calendar, attendance policy, statement on academic integrity expectations, etc.
Create a Dropbox Folder

The Dropbox tool allows students to submit assignments online by uploading their files to designated folders. Faculty can view submitted work, grade them, and leave feedback from the Dropbox.

Faculty also have the option of running submitted assignments through the plagiarism check via Turnitin.com. Directions for this additional step are included on the next page.

To create a Dropbox folder:

1. Enter the course and click “Dropbox” in the navigation bar.
2. Click “New Folder.”
3. Name the folder.
4. Decide if you want to enable Plagiarism Detection through Turnitin.com. (If yes, see next page for further explanation and instructions.)
5. If you use the D2L Grades tool, you can attach a Dropbox folder to a grade item. If you attach to a grade item, also fill in the “Out Of” score.
6. (Optional) Fill in custom instructions. Custom Instructions are displayed when a student submits a file. Therefore, this field is for instructions that students can complete at the last minute. For example, reminders to spell-check, double space, acceptable file formats, etc. The actual assignment instructions should be posted in Content where students can readily access them.
7. Expand the “Show Submission Options” menu to adjust and control the number of files a student may submit to a folder.
8. Save the folder.
9. Click the “Restrictions” tab.
10. Fill in “Has End Date” to set the due date and time for the folder submissions.
11. Check “Display in Schedule” if you want the due date/time to display in the Upcoming Events widget on the Course Home page.

Note: Use the Special Access settings on the Restrictions tab to allow a particular student to submit a late assignment. Steps:

1. Click “Add Users to Special Access.”
2. Fill in the new date/time restrictions.
3. Locate the student and place a check by their name.
4. Click “Save Special Access”
Enable Dropbox Plagiarism Detection via Turnitin.com

OU subscribes to Plagiarism Detection services at Turnitin.com. D2L now has the capability of running Dropbox submissions through the plagiarism detection module at Turnitin.com.

For more information on the use of Turnitin.com at OU, please see the OU Integrity Council web site: http://integrity.ou.edu/index.html.

If you would like to run student Dropbox submissions through turnitin.com, check the box that says “Enable this folder” in the Plagiarism Detection section of the folder properties. (See step 4 on previous page.)

**NOTE:** Once you enable Plagiarism Detection, you will not be able to turn this option off. The only way to “turn it off” is to delete the folder. Deleting a Dropbox folder will also delete any student submissions in that folder. Further, enabling detection automatically sets date restrictions. You cannot turn off date restrictions (there must be a due date/time) but you can alter the date restrictions.

When you enable Plagiarism Detection, a “Plagiarism Detection Options” link appears at the bottom of the properties page. Click “Show Advanced Plagiarism Detection Options” to view all settings. Instructors can adjust options that control student visibility and report frequency.

The Plagiarism Detection service is not instantaneous. It can take up to 24 hours to receive the Originality Reports.

For further information and training on interpreting the results of the Originality Report from Turnitin.com, please visit their site and watch the brief Turnitin.com "Viewing Originality Reports" video. The screen shots will differ from OU D2L but the information regarding the interpretation of results is still relevant.
Roster Functions

Use the Roster to view and email students, add a TA, view student profiles, and monitor student progress.

Send a class email:

Email in D2L at OU is outbound only. D2L will not store a copy of the email you send so remember to send yourself a copy! When a student replies to an email sent from D2L, it will go to your @ou.edu email address.

1. Make sure you are on the “All” tab to ensure that you will also receive a copy of the email.
2. Click “Email everyone on this tab.” This populates the “To” field with all student, Instructor, and TA email addresses. You may want to select these email addresses (triple click inside the “to” field to select all) and move them to the “bcc” field to make the email more reader friendly – especially in a large class.
3. Fill in the subject and message areas.
4. Send.

Add a Teaching Assistant

1. In the roster area of the course, click “Add Participants.”
2. Click “Add an Existing User.”
3. In the search for box, type in the student’s Sooner ID number and search. This returns just that student. If you don’t have the number, type in their first and last name with no punctuation (no commas) and search.
4. Place a check next to the student’s name and select a TA role. (for full descriptions of all TA roles, see D2L HELP)
5. Select the section and click “Enroll.” Click “Done” to return to Roster.

Action Icons:

较长的图片

用户上传照片显示”Profile Image“只在学生选择上传照片时显示。学生不被强制上传照片，但许多人可能会上传照片作为隐私。照片可被所有同学看到。

Homepage图标只有在学生上传个人主页链接时才可见。

学生只看到自己的User Progress按钮，讲师可以看到所有。User Progress显示有关课程访问、查看的文件、时间戳等信息。

如果讲师创建了Groups，该组的成员信息将显示在此处。

Blog是一个私人工具，不是课程工具。学生选择（或不选择）使用D2L的博客功能。