Overview:

* Student support for Brightspace is covered in 2 online locations:

1. In the [brightspaceforstudents](https://www.uhi.ac.uk/en/students/support/brightspaceforstudents/) web page
2. In the FE/HE module outlines in Brightspace

Web site:

* Written specifically for students: <https://www.uhi.ac.uk/en/students/support/brightspaceforstudents/>



**How do you reach it?**

1. Directly from the **link** above, or
2. From **UHI web site**
   1. If a student starts at [www.uhi.ac.uk](http://www.uhi.ac.uk) – then click on Current Students – this takes them to MyDay (see below)
3. Directly from **MyDay**
   1. Path: Current students > Support > Extra support – Brightspace
   2. Alternatively: Support for Students > Support page > Extra support – Brightspace

The site itself

<https://www.uhi.ac.uk/en/students/support/brightspaceforstudents/>

* Part of the range of Support for Students area of the UHI web site
  + The webpage is the key resource we are directing students to.
  + There has been an extensive promotional campaign, which began at the beginning of April and will run till the start of the new academic year, directing students to the webpage.
  + The site explains ***why*** we are introducing Brightspace, ***what*** we are doing to prepare, ***what*** students can do to prepare etc so that staff know the key messages we would like to convey to students.
  + In How can I prepare? the page directs students to the ESS Getting Online resource: <http://induction.uhi.ac.uk/updated/Using-technologies/Getting-online/brightspace.html>

A screenshot of a cell phone

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* + 2 key pages in the Getting online RLO:
    - Support tabs (system check, videos, articles, Bsp help);
    - Brightspace ‘tours’ (2 pages: Institutional and Module home pages; with lots of ‘click to activate pop-ups’ e.g. below). **NB: The idea here is to give students who haven’t yet got access to a unit/module a feel for what Brightspace looks like and what the different elements on the page are for.**

A screenshot of a social media post

Description automatically generated

* + Support & questions: a [studentengagement@uhi.ac.uk](mailto:studentengagement@uhi.ac.uk) email address
  + FAQs – 2 currently but will be added to

Module outlines:

* A screenshot of a cell phone

  Description automatically generatedThere is a good deal of support for students within each unit/module they are enrolled on, via the Help dropdown in the navbar. The dropdown contains 8 links:
  + Brightspace Community - the biggest by far (massive amount of constantly improving content in 5 subsets: Topics, Groups, Youtube channel, etc. – each of which contain significant amounts of info based around 3 different roles: **Learner**, Instructor and Administrator) – focus on Topics > Learners (8 sub-cats; 29 articles); Video tutorials > Playlists > Navigate Brightspace for Learners (23)
  + Brightspace Help – More minimal design than Community but able to access a significant amount of info, inc. video – anticipates people using a search bar to specify what they want; but there’s also a **Learners** dropdown
  + Brightspace Apps – really aimed at teaching staff - the product most likely to be used by students is Pulse, a mobile app (Android/Apple) compatible with Bsp though this isn’t mentioned in this link. Likely to be replaced in the near future.
  + Essential Student Skills – updated version, only available through Brightspace at present (where all mentions of Blackboard have been replaced/updated)
  + HISA – Student Association web site
  + System Check – quick check, esp. useful if you’re on a new machine
  + UHI Servicedesk – another option for requesting assistance

Resits

* Overview of process/advice (Lesley Murray)