



## Teaching and Learning Tools Support

Timberley Barber - 2025-03-10 - Comments (0) - Teaching Learning and Research

Tool	Used for...	Brown Support Contact	Documentation	Notes
Banner	<ul style="list-style-type: none"> <li>* Official system of record</li> <li>* Final grades / Transcripts</li> <li>* Course Email Lists</li> </ul>	<i>Faculty &amp; Student Support:</i> <a href="mailto:registrar@brown.edu">registrar@brown.edu</a> <a href="mailto:help@brown.edu">help@brown.edu</a>	<a href="#">Banner for Faculty</a> <a href="#">Banner for Staff</a> <a href="#">Banner for Students</a>	
Courses@Brown (CAB)	<ul style="list-style-type: none"> <li>* Course search</li> <li>* Student registrations</li> <li>* Instructor management of overrides</li> </ul>	<i>Faculty &amp; Student Support:</i> <a href="mailto:registrar@brown.edu">registrar@brown.edu</a> <a href="mailto:help@brown.edu">help@brown.edu</a>	<a href="#">Courses@Brown Guides</a>	
CourseTools	<ul style="list-style-type: none"> <li>* Upload syllabi (to appear in CAB)</li> <li>* Request course related tools like Canvas</li> </ul>	<i>Faculty Support:</i> <a href="mailto:dld@brown.edu">dld@brown.edu</a>	<a href="#">CourseTools.brown.edu Guides</a>	If your courses are not listed in CourseTools, then you will need to contact your departmental course offering builder or the registrar's office
Google Sites	<ul style="list-style-type: none"> <li>* Website content</li> </ul>	<i>Faculty &amp; Student Support:</i> <a href="mailto:help@brown.edu">help@brown.edu</a> <i>Additional Faculty Support:</i> <a href="mailto:dld@brown.edu">dld@brown.edu</a> (academic use cases only)	<a href="#">Google Sites Help Guides</a>	
Qualtrics	<ul style="list-style-type: none"> <li>* Surveys</li> </ul>	<i>Faculty &amp; Student Support:</i> <a href="mailto:help@brown.edu">help@brown.edu</a> <a href="#">Contact Qualtrics Support</a>	<a href="#">Qualtrics Guide</a>	
<b>Canvas &amp; Integrated Tools</b>				
Canvas	<ul style="list-style-type: none"> <li>* Share course materials</li> <li>* Communicate with students</li> <li>* Assign/Collect student work</li> </ul>	<i>Faculty &amp; Student Support:</i> 24/7 Support: <a href="mailto:support@instructure.com">support@instructure.com</a> (or click Help within Canvas) <i>Additional Faculty Support:</i> <a href="mailto:dld@brown.edu">dld@brown.edu</a>	<a href="#">Canvas Guides (Brown)</a> <a href="#">Canvas Vendor Guides</a>	
Atomic Search / Atomic Journals	<ul style="list-style-type: none"> <li>* Atomic Search: tool for faculty to search their Canvas course content</li> <li>* Atomic Journals: student journaling application</li> </ul>	<i>Faculty Support:</i> <a href="mailto:dld@brown.edu">dld@brown.edu</a> <i>Faculty &amp; Student Support:</i> Vendor: <a href="mailto:support@atomicjolt.com">support@atomicjolt.com</a>	<a href="#">What is Atomic Search?</a> <a href="#">What is Atomic Journals?</a>	
Brown LibGuides	<ul style="list-style-type: none"> <li>* Hosting content that is curated/managed by librarians</li> </ul>	<i>Faculty Support:</i> Adding to Canvas: <a href="mailto:dld@brown.edu">dld@brown.edu</a> Managing/Editing Content: <a href="mailto:libweb@brown.edu">libweb@brown.edu</a>		<a href="#">Access Brown LibGuides</a>
Course Feedback (Watermark; formerly EvaluationKit)	<ul style="list-style-type: none"> <li>* End of term course evaluation surveys</li> </ul>	<i>Faculty &amp; Student Support:</i> Technical Support: <a href="mailto:help@brown.edu">help@brown.edu</a> Other Questions: <a href="mailto:course_feedback@brown.edu">course_feedback@brown.edu</a>	<a href="#">Watermark Instructor Guides (vendor)</a>	
Course Reserves	<ul style="list-style-type: none"> <li>* Collecting, managing, and serving reserves content provided through the library</li> </ul>	<i>Faculty &amp; Student Support:</i> <a href="mailto:rock-reserves@brown.edu">rock-reserves@brown.edu</a>	<a href="#">Course Reserves Guide</a>	

Ed Discussion	<ul style="list-style-type: none"> <li>* Asynchronous discussions</li> <li>* Additional functionality for running coding language snippets</li> <li>* Image annotation, LaTeX, and anonymous capabilities</li> </ul>	<p>Faculty Support: <a href="mailto:dld@brown.edu">dld@brown.edu</a>  Faculty &amp; Student Support:  Vendor: <a href="mailto:support@edstem.org">support@edstem.org</a></p>	<a href="#">Ed Discussion Guide</a>	
ExamSoft	<ul style="list-style-type: none"> <li>* Online exams for Med Students</li> </ul>	<p>Faculty Support: <a href="mailto:dld@brown.edu">dld@brown.edu</a>  Faculty &amp; Student Support: <a href="#">Contact ExamSoft Support</a>  Vendor: <a href="#">support@goreact.com</a></p>	<p>Exam Makers: <a href="https://community.examsoft.com/s/">https://community.examsoft.com/s/</a>  Exam Takers: <a href="https://help.examsoft.com/s/">https://help.examsoft.com/s/</a></p>	Available only to Alpert Med School courses
GoReact	<ul style="list-style-type: none"> <li>* Online video annotations</li> </ul>	<p>Faculty Support: <a href="mailto:dld@brown.edu">dld@brown.edu</a>  Faculty &amp; Student Support:  Vendor: <a href="mailto:support@goreact.com">support@goreact.com</a></p>	<a href="#">GoReact Guide</a>	Limited license availability
Gradescope	<ul style="list-style-type: none"> <li>* Online assignments &amp; exams with advance rubric scoring</li> <li>* Ideal for large courses with many graders</li> </ul>	<p>Faculty Support: <a href="mailto:dld@brown.edu">dld@brown.edu</a>  Faculty &amp; Student Support:  Vendor: <a href="mailto:help@gradescope.com">help@gradescope.com</a></p>	<a href="#">Gradescope Guides</a>	
Harmonize	<ul style="list-style-type: none"> <li>* Asynchronous discussions</li> <li>* Additional functionality for milestone dates/grade and automated grading options</li> </ul>	<p>Faculty Support: <a href="mailto:dld@brown.edu">dld@brown.edu</a>  Faculty &amp; Student Support:  Vendor: <a href="mailto:support@harmonizelearning.com">support@harmonizelearning.com</a></p>	<a href="#">Harmonize Guides</a>	
Hypothesis	<ul style="list-style-type: none"> <li>* Social annotation tool</li> <li>* Can be used on external content as well as content store in Canvas Files.</li> </ul>	<p>Faculty Support: <a href="mailto:dld@brown.edu">dld@brown.edu</a>  Faculty &amp; Student Support:  Vendor: <a href="mailto:support@hypothes.is">support@hypothes.is</a></p>	<a href="#">Hypothesis Guides</a>	
iSEEK	<ul style="list-style-type: none"> <li>* Advanced search tool used by Alpert Medical School to find and track curriculum objectives</li> </ul>	<p>Faculty Support: <a href="mailto:dld@brown.edu">dld@brown.edu</a></p>		Med School only
Media Library (Panopto)	<ul style="list-style-type: none"> <li>* Audio/Video streaming service</li> <li>* Lecture capture</li> <li>* Video content creation</li> <li>* Providing online movie course reserves (along with the Course Reserves tool)</li> </ul>	<p>Faculty &amp; Student Support: <a href="mailto:media_services@brown.edu">media_services@brown.edu</a></p>	<a href="#">Media Library / Lecture Capture Guides</a>	
NameCoach	<ul style="list-style-type: none"> <li>* Providing name pronunciation via voice recording</li> <li>* Provide preferred pronouns</li> </ul>	<p>For events and non-Canvas uses: <a href="mailto:help@brown.edu">help@brown.edu</a>  Canvas integration only:  Faculty Support: <a href="mailto:dld@brown.edu">dld@brown.edu</a>  Faculty &amp; Student Support:  Vendor: <a href="#">Contact NameCoach Support</a></p>	<a href="#">NameCoach Guides</a>	
Peerceptiv	<ul style="list-style-type: none"> <li>* Peer-to-peer feedback tool</li> <li>* Peer grading via instructor provided rubrics</li> </ul>	<p>Faculty Support: <a href="mailto:dld@brown.edu">dld@brown.edu</a>  Faculty &amp; Student Support:  Vendor: <a href="#">Contact Peerceptiv Support / support@peerceptiv.com</a></p>	<a href="#">Peerceptiv Vendor Guides</a>	Limited pilot will expand in Spring 2024
Slack	<ul style="list-style-type: none"> <li>* Messaging app</li> <li>* Course and/or small group discussions</li> </ul>	<p>Faculty &amp; Student Support: <a href="mailto:help@brown.edu">help@brown.edu</a>  Faculty Support for enabling Slack in Canvas: <a href="mailto:dld@brown.edu">dld@brown.edu</a></p>	<p><a href="#">Brown University Slack Guides</a>  <a href="#">Slack Course Workspaces Guides</a>  <a href="#">Slack Vendor Guides</a></p>	AS OF FALL 2023 - Slack is only accessible to academic courses via the Canvas / Slack integration.
TopHat	<ul style="list-style-type: none"> <li>* Polling</li> <li>* Course/Lecture material sharing</li> <li>* Quizzing/Assignments</li> </ul>	<p>Faculty Support: <a href="mailto:dld@brown.edu">dld@brown.edu</a>  Faculty &amp; Student Support:  Vendor: <a href="mailto:support@tophat.com">support@tophat.com</a></p>	<a href="#">TopHat Guide</a>	

Turnitin	* Student submission similarity checker used via Canvas Assignments	Faculty Support: <a href="mailto:dld@brown.edu">dld@brown.edu</a> Faculty & Student Support: Vendor: <a href="#">Contact Turnitin Support</a>	<a href="#">Turnitin Guide</a>
Zoom	* Video communications * Meetings & synchronous lectures * Recording lectures	Faculty & Student Support: <a href="mailto:media_services@brown.edu">media_services@brown.edu</a> Faculty Support for enabling Zoom in Canvas: <a href="mailto:dld@brown.edu">dld@brown.edu</a>	<a href="#">Zoom Guide</a>

### Publisher Content

Cengage Learning MindLinks	* Interacting with Cengage publisher content	Faculty & Student Support: <a href="#">Contact Cengage Support</a>	Faculty: Please work with the Brown University Bookstore ( <a href="mailto:textbooks@brown.edu">textbooks@brown.edu</a> ) before contacting a publisher or setting up content.
Macmillan Learning	* Interacting with Macmillan publisher content	Faculty & Student Support: <a href="mailto:customer.success@macmillan.com">customer.success@macmillan.com</a>	
McGraw-Hill Connect	* Interacting with McGraw-Hill publisher content	Faculty & Student Support: <a href="#">Contact McGraw-Hill Support</a>	
Pearson	* Interacting with Pearson publisher content	Faculty & Student Support: <a href="#">Contact Pearson Support</a>	
RedShelf	* Accessing digital textbooks	Faculty & Student Support: <a href="#">Contact RedShelf Support</a>	
W.W. Norton	* Interacting with W.W. Norton publisher content	Faculty & Student Support: <a href="#">Contact W.W. Norton Support</a>	

### Other

Authentication or Brown ID access problems	<a href="mailto:help@brown.edu">help@brown.edu</a>	
Hardware / Computer Support	<a href="mailto:help@brown.edu">help@brown.edu</a>	
Software Support (Including but not limited to Microsoft & Adobe products)	<a href="mailto:help@brown.edu">help@brown.edu</a>	<a href="#">Software Catalog</a>