



SANTA ANA COLLEGE

New to Bb? Register for Blackboard Basics!

- Available for Checkout:
- Webcams
- Headset/ Microphone
- Camtasia Studio
- Articulate Storyline 2 & Studio '13
- Wacom tablets/ stylus for an interactive screen capture – be your own Khan Academy!
- lynda.com tutoring
- Limited number of iPads, iPad accessories and Hot Spots

Contact our office for availability!

Distance Education Office (A-101)
(714) 564-6725
sac_disted@sac.edu

Nancy Pun
Vivian Kvenbo
Tammy Cottrell
Cherylee Kushida



Spring 2016

Distance Education Workshops

NEW! Take Attendance in Blackboard! Faculty can now take attendance in Blackboard, and run an official attendance report for submission at the end of the semester!

8/15 Monday	8/16 Tuesday	8/17 Wednesday	8/18 Thursday
8:00—12:00 pm LMS Demos & OEI Presentation	9:00—10:00 am Bb Open Lab (A-101)	9:00—10:00 am Blackboard Attendance	11:00—12:00 pm Bb Open Lab (A-101)
3:00—4:00 pm Getting Started w/ Blackboard	10:00—11:00 am Bb Template	10:00—11:00 am Bb Discussion Boards	1:00—2:00 pm Bb Open Lab (A-101)
	11:00—11:30 am DE Resources	11:00—12:00 pm Getting Started w/ Blackboard	2:00—3:00 pm Bb Template
<div style="border: 2px solid black; padding: 5px; text-align: center;"> <p>Contact the DE Office to register for a Flex Week Workshop</p> </div>	1:00—2:00 pm Blackboard Attendance	1:00—2:00 pm Bb Open Lab (A-101)	3:30—4:30 pm Blackboard Attendance
	3:00—4:00 pm Getting Started w/ Blackboard	2:00—3:00 pm Bb Open Lab (A-101)	4:30—5:30 pm Getting Started w/ Blackboard
	3:00—4:00 pm Bb Open Lab (A-101)	3:00—3:30 pm DE Resources	

NEW!

Get Started w/ Bb – Learn to use Bb as a supplement to a traditional course, including how to upload a syllabus and the basics of using Grade Center.

Bb Attendance – Take attendance in Blackboard: setup and use the attendance tool, and how to download an attendance report into Excel to be submitted

Bb Discussion Boards – Learn how to setup, manage, and participate in Discussion Board forums, and how they can benefit your students.

Bb Template – Explore the new course template, upload your syllabus & more!

Bb Open Lab – Work on your course in Bb, and get your questions answered

DE Resources – Learn what resources (hardware/software/support) that is available through the Distance Education office.

**** ALL WORKSHOPS IN A-213 UNLESS NOTED ****

W h a t , S N e w ?

Take Attendance in Blackboard! Faculty can now take attendance using Blackboard, and download an official attendance report in Excel to submit for the course at the end of the semester. Attendance can be taken by name or by seating chart. The Attendance tool is quick and easy to setup and use. Interested in learning more? Come to the Flex workshop on Attendance. Can't make it to Flex? Step-by-step instructions are available on the Distance Education website in the Faculty Information section: <http://www.sac.edu/AcademicAffairs/DistanceEd/Documents/Faculty%20Resources/QS%20Bb%20Attendance.pdf>. A "how-to" video is also available: https://youtu.be/irE_uNJRbOs.

LMS Taskforce Activities: The LMS Taskforce met in April 2016 and determined that further faculty and student perspectives were required for a taskforce recommendation. We have had some faculty sharing of Canvas experiences (Thank You Debra Crowley!). This Summer, we will be running Canvas Summer Trials, where faculty will bring a course into Canvas for test student usage. Canvas experiences will be presented on August 15th in a Flex session that is open for anyone to attend. The Flex session on 8/15 will also include presentations by Blackboard, Canvas, and the OEL. The LMS Taskforce will make a recommendation following the presentations.

We are looking for faculty to test Canvas.

- ➔ Experienced in Canvas? Contact Cherylee Kushida, we want to know more!
- ➔ Interested in giving Canvas a try? Contact the DE Office for a Canvas account
- ➔ Want to participate on the LMS Taskforce? Welcome! Please contact Cherylee Kushida!

Distance Education Website: <http://www.sac.edu/disted>

SAC Online Teaching Certificate Program!

Distance Education is offering an **Online Teaching Certificate program**. Completion of Online Teaching Certificate program is required for all instructors that will be teaching online. Prior to starting the Online Teaching Certificate program, instructors must complete the online Blackboard Training Workshops: Faculty Bb Basics, Faculty Bb Assessments, Faculty Bb Grade Center, and Faculty Bb Interactive Tools—located in Blackboard under "My Courses." **Interested faculty should contact their dean or department chair for enrollment.**



Online Technical Training Workshops!

Technical Training Workshops are Online— Receive full flex credit and complete on your own time. Bb online workshops are available to all faculty on Blackboard, including Basics, Assessments, Grade Center, and Interactive Tools. You are already enrolled—no need to sign up! Learn to use Bb at your own pace—when you have time. **Student training is also available.**



SANTA ANA COLLEGE

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- Headset/ Microphone
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Spring 2017

Distance Education Workshops

NEW! Start Preparing Your Blackboard Course for Canvas!

Learn best practices for preparing your Bb course for a smoother future migration to Canvas, including modifications you can make in your course

2/6/17 Monday	2/7/17 Tuesday	2/8/17 Wednesday	2/9/17 Thursday
9:00—10:00 Start Preparing Your Bb Course for Canvas	9:00—10:00 Getting Started: Putting Your Syllabus & Grades Online	11:00—12:00 Start Preparing Your Bb Course for Canvas	10:00-11:00 Start Preparing Your Bb Course for Canvas
11:00 — 12:00 Getting Started: Putting Your Syllabus & Grades Online	10:00—11:00 Start Preparing Your Bb Course for Canvas	1:00—2:00 Getting Started: Putting Your Syllabus & Grades Online	1:00—2:00 Start Preparing Your Bb Course for Canvas
2:00—3:00 Start Preparing Your Bb Course for Canvas	1:00—2:00 Start Preparing Your Bb Course for Canvas		2:00—3:00 Getting Started: Putting Your Syllabus & Grades Online
	3:00—4:00 Start Preparing Your Bb Course for Canvas		3:00—4:00 Start Preparing Your Bb Course for Canvas

**** ALL WORKSHOPS IN A-213 ****

Contact the DE Office to register for a Flex Week Workshop

Do your students need training in Blackboard? Check out the *Blackboard Basics for Students workshop* under My Courses in Blackboard. All current SAC students are registered. This is a self-paced, online workshop.

Face-to-Face Student Blackboard Training Workshops will be offered during the Spring semester. **Dates & times are coming soon!**

W **LMS Taskforce Activities:** The LMS Taskforce met on September 22, 2016 to present the findings from the Summer Canvas Trial. The LMS Taskforce unanimously voted to move forward with a recommendation for the colleges to adopt Canvas as the district LMS. The Resolutions have been approved at both colleges and the district. For more information, go to the LMS Taskforce website: <http://www.sac.edu/AcademicAffairs/DistanceEd/Pages/LMS-Recommendation.aspx>.

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s **What does this mean for faculty?** Now that the decision has been made to adopt Canvas, a LMS Migration Taskforce will be formed to develop a migration plan from Blackboard to Canvas—including an adoption timeline, as well as a training and support plan. The migration will be done in phases. **Contact the Distance Education Office if you are interested in participating in the migration taskforce.**

What can faculty do now to prepare? Faculty can start to prepare for the change by modifying their current Blackboard course shells to facilitate a smoother transition to Canvas. For more information, attend the **Start Preparing Your Bb Course for Canvas** workshop during

N
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? **Create Learning Modules for Your Students!** Learning Modules can be created in Blackboard to provide your students with a “roadmap” through each week, unit, or chapter. A learning module is a systematic approach, that provides students with everything they need to complete a chapter, unit, or a week of coursework. Learning Modules have a table of contents that students can use to navigate through the material. Instructors can enforce a sequential viewing or completion of the learning module in a predetermined order. For more information on creating learning modules go to: https://en-us.help.blackboard.com/Learn/Instructor/Course_Content/Create_Content/010_Create_Containers_for_Content/Create_Learning_Modules

Distance Education Website: <http://www.sac.edu/disted>

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Technical Training Workshops are Online— Receive full flex credit and complete on your own time. Online workshops are available to all faculty on Blackboard, including Basics, Assessments, Grade Center, and Interactive Tools. Learn to use Bb at your own pace—when you have time. **Student training is also available.**

In recognition of Mental Health Matters Month

DSPS, Health, Wellness and Psychological Services Center in partnership with the Associated Student Government, and the EMM Lime Green Ribbon School grant present

Kognito Training Introduction

ALL SAC Faculty, Staff and Students encouraged to attend to gain insight into the best practices to support students, community and each other



Purpose: Simulations are designed to educate faculty, staff, and students on best practices in supporting (1) students who struggle with psychological distress, (2) LGBTQ students who are struggling due to harassment or exclusion, and (3) student veterans who are facing challenges in adjusting to college life.

Action: Attend a 20 minute Kognito Training* introduction session, and a 10 minute Q&A Follow Up session. Participants are encouraged to complete the three online, interactive modules. The training simulations is a virtual practice environment where users learn by engaging in interactive role-play conversations with emotionally responsive student avatars.



Incentive: Each participant that completes the three certifications will receive their choice of one EMOJI STRESS SQUEEZE BALL**, while supplies last.



Refreshments will be provided



Day	Time	Location	Presenter
May 9, 2017	2:00 - 2:20 pm	SAC, A-207	Dr. Le
May 9, 2017	2:30 - 3:00 pm	SAC, A-207	Dr. Le
May 11, 2017	1:00 - 1:30 pm	SAC, A-203	Dr. Salgado
May 11, 2017	1:30 - 2:00 pm	SAC, A-203	Dr. Salgado
May 16, 2017	9:00 - 9:30 am	SAC, I-206	Dr. Chantana
May 16, 2017	9:30 - 10:00 am	SAC, I-206	Dr. Chantana
May 16, 2017	11:00 - 11:30 am	CEC, A-108	Dr. Le
May 16, 2017	11:30 - 11:59 am	CEC, A-108	Dr. Le
May 23, 2017	11:00 - 11:30 am	CEC, A-108	Dr. Chantana
May 23, 2017	11:30 - 11:59 am	CEC, A-108	Dr. Chantana



*Kognito online training courses are made available to all California community colleges through the CCC Student Mental Health Program, a partnership between the Chancellor's Office and the Foundation for California Community Colleges (FCCC) funded through a grant from the California Mental Health Services Authority (CalMHSA). <https://ccc.kognito.com/>

** For information or to collect your EMOJI incentive, please contact the Health and Wellness Center (714) 564-6216

BLACKBOARD: COURSE CHECKLIST

Santa Ana College Distance Education, Cesar Chavez Building Room A-101, (714) 564-6725, DistEd@sac.edu

SETTING UP A COURSE SHELL:

- Delete (or hide) any template menu items that will not be used
- Delete any template examples that will not be used
- Edit the Instructor Contact, upload a picture, and make it available to students
- Add any additional resources to the Resource menu item, and make it available to students
- If any additional course tools will be used, add a direct tool link to the course menu
- Edit the Welcome message, and make it available to students
- (Optional) Customize the course shell with a theme, colors, menu buttons, and a course banner

ADDING COURSE CONTENT:

- (Optional) Import prior course content into the class
 - Move imported content into the appropriate template menu area
 - Delete any replicated, old or outdated content
 - Delete the imported menu links / items
- Course Information
 - Edit the Syllabus content item, upload the course syllabus, and make it available to students
 - Add any additional course information
- Lectures
 - If adding lecture notes, create unit folders or learning modules. Upload the lecture notes to the appropriate folder and make them available to students. If not using, hide or delete the menu link.
- Handouts
 - If adding handouts, create unit folders or learning modules. Upload the handouts to the appropriate folder and make them available to students. If not using, hide or delete the menu link.
- Assignments
 - If adding assignments in Blackboard, create unit folders or learning modules. Create the assignments in the appropriate folder and make them available to students (date restrictions can be used). If not using, hide or delete the menu link.
- Discussions Board
 - If using, edit the Course Questions discussion form (if changes are desired), and make the forum available to students.
 - Create any additional discussion board forums that will be used in the course, and make the forums available to students (date restrictions can be used). If not using, hide or delete the menu link.
- Calendar: Add any important course dates to the course calendar. If not using, hide or delete the menu link. Note: Any assignments, quizzes, or tests created in Blackboard with a due date will automatically be added to the course calendar.

GRADE CENTER SET UP:

- (Optional) If using a letter grade, edit the grading schema to match the course grading on the syllabus.
- Edit the Total grade column to reflect the primary grade to be displayed to students (percentage, letter, score, etc.), select the “Running Total” setting, and select “No” to include the grade in grade center calculations.
- Add any text, extra credit, and/or class participation grade center columns
- If assignments, quizzes, and / or tests are not created in Blackboard, create a grade center column for each assignment, quiz, and / or test (grades will have to be manually entered).
- (Optional) If prior content was imported into the course, update the due dates by selecting Course Tools > Set Grade Center Due Dates from the Course Management Menu.

START OF CLASS:

- Make the course available to students by selecting Customization > Properties from the Course Management Menu. Select “Yes” in the “Make Course Available” field.
- Verify the students on the Blackboard roster to the official Web Advisor roster
- Remove Access for students that have dropped the class or no longer appear on the Web Advisor roster, and hide those students in Grade Center
- Send the Welcome Announcement

END OF CLASS:

- Download Grade Center into Excel to submit to Admissions & Records
- Export the course material (save to be imported into future course shells)
- Make the course unavailable to students by selecting Customization > Properties from the Course Management Menu. Select “No” in the “Make Course Available” field.

ONLINE / HYBRID INSTRUCTORS:

- Verify ADA compliance for any audio transcription and video captioning
- Orient students to the course either by creating a “video tour” or using Blackboard Collaborate to meet live with students (can be recorded for later viewing)
- Check all external links and file links to ensure that they are still valid and current
- Notify the Distance Education Office of any out-of-state students (see attached)
- Remind students to (1) update their Email address in Web Advisor, and (2) check their computer to ensure that it is up to date and in good working order
- Regularly contact / drop inactive students and document the Last Day of Attendance (LDA). The LDA is based on the student’s last academically related activity. Blackboard log in statistics are not appropriate (see attached).
- Verify the Regular and Substantive Interaction. Online and Hybrid courses must have evidence of academic engagement (see attached).

CONTACT THE DISTANCE EDUCATION OFFICE WITH ANY QUESTIONS OR CONCERNS ABOUT BLACKBOARD, ONLINE / HYBRID POLICIES, OR THE CHECKLIST.

Rosters

- **Check your Blackboard Roster against your Web Advisor Roster!**
 - Any missing students on Bb, contact Distance Education
 - Any students on Bb that are *not* on Web Advisor, please make the student unavailable. (Control Panel-Users and Groups-Users-Hover on the Username and select Change User's Availability in Course-"No"-Submit)
- **Web Advisor is your "true" roster.** On Monday, the first day of 16-week classes, your Blackboard roster should reflect all students that have enrolled in your course and all students that have dropped from the Friday before classes begin. Thus, it is possible that any students dropping over the weekend will not be reflected on Blackboard.
- **Adds from Web Advisor are run several times a day.** Let your add students know that they should see your course on Bb later in the day or the next day at the latest.
- **For drops that occur after classes begin, make the course unavailable to that student.**
- **Any problems or questions, please have students email/call/stop-by the Distance Education Office**

Out of State Students

The US Department of Education requires that colleges offering distance education, to students in which it is not physically located, must meet that State's requirements for it to legally offer postsecondary distance education in that State.¹ Some states do not regulate public institutions. Others require an application fee from the college to apply.

- Because the regulations of states vary and are subject to change, we need to handle out of state students on a case-by-case basis.
- The college application process notifies out-of-state students to contact the Distance Education Office.

Bottom line: If you are aware of any out-of-state students in your course, or interest from an out-of-state student, please have them contact our office immediately.

Last Date of Attendance

Heightened standards by the Department of Education **require documentation** of "regular and substantive interaction between the students and faculty" showing evidence of academic engagement for online enrollments and regular effective contact. This includes the first week of classes.

Online faculty is required to do the following:

- **Have one or more regular interactive activities that must be accomplished within a week's time.**
 - **Interactive Activities: Discussion board, Blogs, Wikis, Chats**
 - Consider offering **live class sessions** and office hours (via chat, Skype, CCC Confer, etc.)

Bottom line:

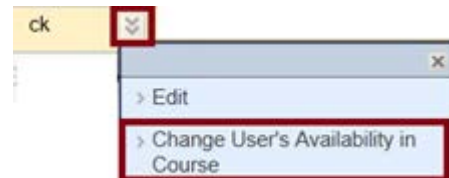
- **Regular and Substantive interaction and activities must occur throughout the entire semester.**
- The Last Date of Attendance and documentation of when activity stopped should be attainable. This is easily stored in Bb by **a column in the Grade Center for "Last Date of Attendance" with a comment documenting reasons for dropping.**

¹ USDOE §600.9(c) State authorization

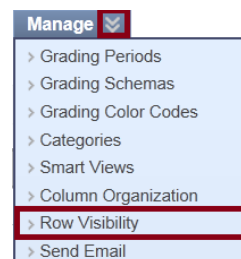
Dropping:

- Your **drop policy must be stated in your course syllabus.**
 - **Example:**
 - In this course students must complete the following during the first week of classes or they will be dropped:
 - Attend one of the mandatory introductory sessions offered during the first week of classes
 - Complete the “Orientation Exercises” and participate in Week #1’s discussion board
 - Participate on the course site with discussion board posts, online quiz submissions, project submissions or other online interactions for that week (blogs, wikis, chat). If two consecutive weeks of non-participation is observed by the instructor, the student may be dropped.
 - **You may not keep a student enrolled in your course if you do not see academic engagement and regular and substantive interaction.**
 - **You should attempt to contact students who have stopped all academically related activities to explain that they will be dropped unless they reengage in substantive assignments within your defined time period.**
 - Login statistics, such as “Last Access”, are **not evidence of substantive student participation.**

- Drop the student from Web Advisor
- **Make the course “Unavailable” to the student**
 - Under the Control Panel, select Users and Groups
 - Users
 - Select Chevrons for the student account
 - Click to “Change User’s Availability in Course”
 - Select “No” for “Available for this course only
 - Submit



- **Hide the dropped student row in Grade Center**
 - In the Grade Center, select Manage
 - Select the chevrons
 - Click Row Visibility
 - Click the box for the dropped student
 - Click to “Hide Rows”
 - Submit



Bottom line:

- **You must have stated criteria for dropping a student and the criteria must be one of academic engagement.**
- **A student cannot remain enrolled in the course if there is no evidence of academic engagement and regular and substantive interaction.**

Student Authentication and Integrity

The Higher Education Opportunities Act requires institution processes for student authentication and validation. Whenever possible, we must do our best to ensure student verification which can be done by using one or more of the following methods:

- **Use plagiarism detection software** if appropriate (Turnitin or SafeAssign)
- **Proctored Exam(s)** – Think about offering at least one proctored exam. This can be offered at the SAC Testing Center or an authorized testing center, such as another college testing center.
 - Ideally a mid-term or final exam with substantial grading consequences

QUICK START: BLACKBOARD COURSE COPY

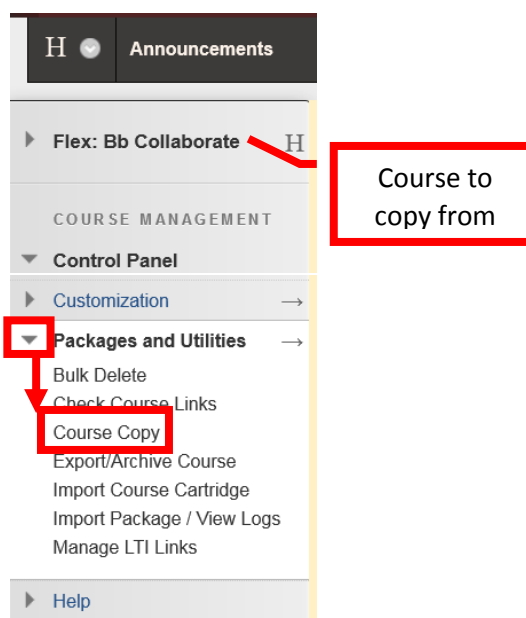
Santa Ana College Distance Education, Cesar Chavez Building Room A-101, (714) 564-6725, DistEd@sac.edu

Prior to copying a course, make sure to have the full and complete name of the course the material will be copied to (e.g. A161-HS100-15681)

BLACKBOARD COURSE COPY

A course copy in Blackboard is a quick, easy way to transfer material from a previous semester's course to a new course. The Course Copy will only transfer material, and will not provide a savable file with the course content. To obtain a savable file, use Export.

To copy a course, log onto Blackboard and access the **Course to be copied from**. On the Course Management Menu, click Packages and Utilities to expand the section. Select **Course Copy** from the menu.



On the Copy Course page, from the Select Copy Type pull down menu, select **Copy Course Materials into an Existing Course**. Enter the full Course ID Number in the **Destination Course ID** field (e.g. A161-KS102-10529). If the full Course ID Number is not known, click the **Browse** button. A dialog box listing all of the courses the instructor is assigned to will appear. Depending on the number of courses assigned to the instructor, it may take a few minutes for the dialog box to be populate. The Course list will show the full Course ID, the Course Name, the date the course shell was created, the instructor's user name, and the instructor's name. Click the check box next to the desired destination course to select it, then click the **Submit** button at the bottom right of the Courses dialog box.

Copy Course

Cancel Submit

SELECT COPY TYPE

Select Copy Type Copy Course Materials into an Existing Course

SELECT COPY OPTIONS

* Destination Course ID Browse... Click for a list of courses

Courses – Blackboard Learn - Mozilla Firefox

https://rscgd.blackboard.com/webapps/blackboard/taglib/cp_search_course_popup.jsp?useDomains=true&courseType=course&user_id=&search_input=&text_field=window.opener.doc

Courses

Search by: Course ID Instructor Name/Description

Search

Created in Last: All Courses Month Day

Page 1 of 2 > >>

Course ID	Course Name	Created	Instructor Username	Instructor Name
<input type="radio"/> ABbTestCourse	A Bb Test Course	Apr 8, 2014	tc12345 mward	Cottrell, Tammy Ward, Michael
<input type="radio"/> BbBasics	Faculty Bb Basics: Technical Training Workshop	Dec 2, 2013	tc12345	Cottrell, Tammy
<input type="radio"/> BbBasicsStudents	Bb Basics for Students: Technical Training Workshop	Feb 19, 2014	mward tc12345	Ward, Michael Cottrell, Tammy
<input type="radio"/> FACVIDRES	Video Resources Technical Training Workshop	Apr 13, 2015	tc12345	Cottrell, Tammy
<input checked="" type="radio"/> TCTEMPCR	TCTEMPCR	Oct 14, 2015	tc12345	Cottrell, Tammy
<input type="radio"/> TCTEST	TC Test	Dec 29, 2015	tc12345	Cottrell, Tammy

Page 1 of 2 > >>

Displaying 1 to 25 of 27 items | Show All Edit Paging...

Cancel Submit

The Select Copy Options allows the instructor to select specifically what course content will be copied to the new course shell. To select all of the content (including Grade Center columns and settings, course settings, and banner images), click the **Select All** button at the top of the section. Under **Discussion Boards**, be sure to select the **Include only the Forums, with no Starter Posts** option. This will ensure that prior student posts will not be copied over. To select only specific content, click the check box to the left of the desired content item(s) to select it. Under **File Attachments** select

Copy Links and Copies of the Content. Once the selections have been made, click the **Submit** button at the bottom right of the page.

Select Course Materials

- Content Areas
 - Course Information
 - Handouts
 - Resources
- Adaptive Release Rules for Content
- Announcements
- Blogs
- Calendar
- Collaboration Sessions
- Contacts
- Content Alignments
- Discussion Board
- Include starter posts for each thread in each forum (anonymized)
- Include only the forums, with no starter posts
- Glossary
- Grade Center Columns and Settings
- Group Settings
- Journals
- Retention Center Rules
- Rubrics
- Settings
 - Availability
 - Banner Image
 - Course Guest Access
 - Course Observer Access
 - Enrollment Options
 - Language Pack
 - Navigation Settings
- Tasks
- Tests, Surveys, and Pools
- Wikis

FILE ATTACHMENTS

Course Files

- Copy links to Course Files
- Copy links and copies of the content
- Copy links and copies of the content (include entire course home folder)

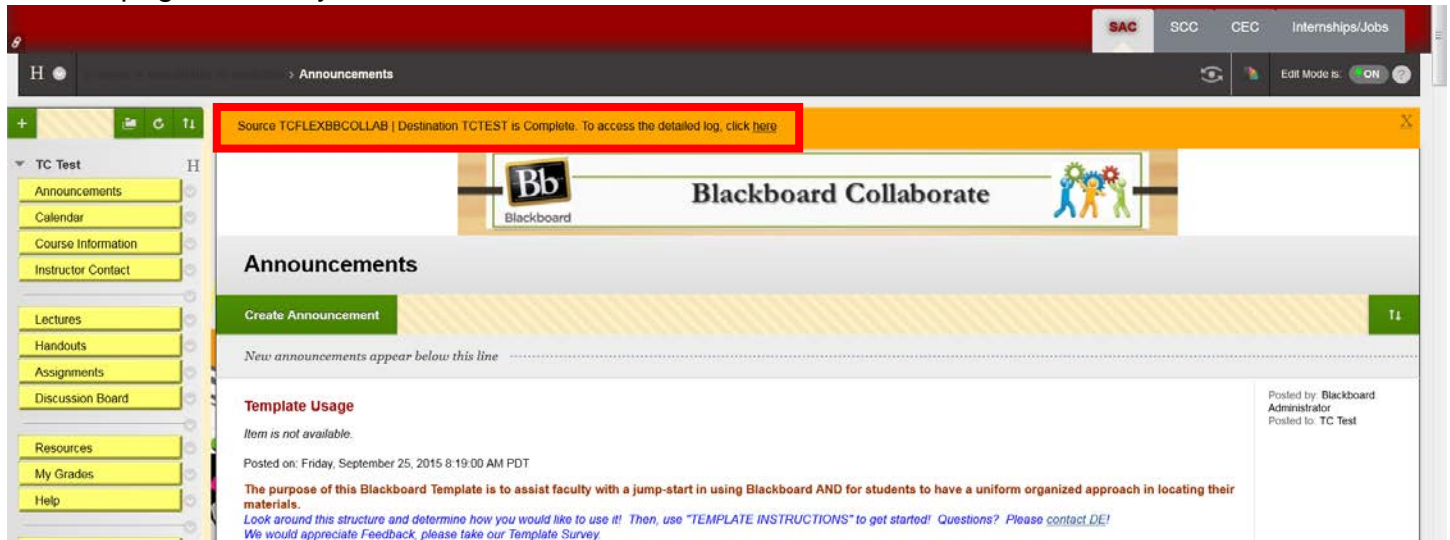
Click Check Box(s) to Select Specific Content

A green confirmation box will appear at the top of the Packages and Utilities page. Blackboard will send an Email when the copy process is complete.



Once the Email is received, log into the Destination (new) Course. An orange banner at the top of the page will confirm that the course copy has been completed. The copied material should be in the

destination course. New menu items and content will be added at the bottom of the course menu or content page, and may need to be reordered.



The screenshot shows the Blackboard Collaborate interface. At the top, there is a navigation bar with 'SAC', 'SCC', 'CEC', and 'Internships/Jobs' tabs. Below this is a header with 'H' and '> Announcements'. A yellow notification bar at the top reads: 'Source TCFLEXBCCOLLAB | Destination TCTEST is Complete. To access the detailed log, click here'. The main content area features the Blackboard Collaborate logo and the title 'Announcements'. Below the title is a 'Create Announcement' button. A dashed line separates the header from the content. The content includes a section titled 'Template Usage' with the text: 'Item is not available.' and 'Posted on: Friday, September 25, 2015 8:19:00 AM PDT'. A paragraph follows: 'The purpose of this Blackboard Template is to assist faculty with a jump-start in using Blackboard AND for students to have a uniform organized approach in locating their materials. Look around this structure and determine how you would like to use it! Then, use "TEMPLATE INSTRUCTIONS" to get started! Questions? Please contact DE! We would appreciate Feedback, please take our Template Survey.' On the right side, it says 'Posted by: Blackboard Administrator' and 'Posted to: TC Test'. A left-hand navigation menu lists items like 'Announcements', 'Calendar', 'Course Information', 'Instructor Contact', 'Lectures', 'Handouts', 'Assignments', 'Discussion Board', 'Resources', 'My Grades', and 'Help'.