We are excited to announce the new redesign of our Learning Management System, also known as eCourseware or D2L. Based on the feedback received from our faculty, staff and students this new design, aside from being aesthetically pleasing, delivers a fresh experience to online courses.

In addition to the new look, the system was upgraded to version 10.5.5. This upgrade includes new tools in the Content, Dropbox, and Quizzes area of your course. To learn more about these new features, just contact the Center for Teaching and Learning or visit our website. http://www.memphis.edu/umtech/teaching/ecwfaculty.php

New Content Tool Features

Content Creating Video Topics
Instructors can now create video topics directly using the content tool.

Closed Caption for Video Topics
To address accessible learning practices, instructors can now attach subtitle (SRT) files to video topics. (To learn more about (SRT) files contact the Center for Teaching and Learning.)

Content - Overdue assignments list added to Course Schedule view
Students can view an actionable list of overdue assignments in the new Overdue tab in the Course Schedule view of the Content tool.

New Dropbox Tool Feature
Dropbox - Track deleted submissions
The File Submissions area of the Dropbox now has a log that can be filtered to determine if, and when, a student submitted a file. If a submission was accidentally deleted, it can be restored from the submission log.

Updated Quizzes Tool
Quizzes - Quizzes reports Question Statistics and Question Details reports offer the option to include three new statistics (standard deviation, discrimination index, and point biserial correlation). The User Statistics report can include standard deviation along with the class average.
Information Technology Services is improving the quality of customer service with an enhanced version AskTom. AskTom is our searchable database of questions about all aspects of the University of Memphis. AskTom Chat allows you to chat live with a member of our helpdesk support team. AskTom is now housed within the umhelpdesk ticketing system.

You are able to access AskTom and AskTom Chat by logging into the umhelpdesk ticketing system at umhelpdesk.memphis.edu. To access articles (answers to our built in database of questions), click on the tile titled “View AskTom Articles”. You can also use the chat feature to find answers to your questions by selecting the AskTom Chat button. Chat live with a member of our support team Monday - Friday from 8:00 am - 7:00 pm CDT, excluding holidays.

New AskTom features include:
- Easier question submission
- Quicker, more consistent response times
- Enhanced communication between you and the service area
- Improved Live Chat response and features

The myMemphis Portal is our online tool that allows access to many university services from one location. On January 7, 2016 the portal was redesigned to improve the overall user experience with a fully responsive design and mobile-friendly approach to content. To view the redesign of the myMemphis Portal, navigate to the website my.memphis.edu.

Acess to the Portal is available anytime, from any computer, or mobile device with an Internet connection and an updated, supported browser. You should have access to the appropriate pages and portlets based on your role at the university. If you discover that you are missing content, pages (tabs) or portlets (channels) contact the umTech Service Desk at 678-8888 or enter a ticket at umhelpdesk.memphis.edu.
Did You Know?

- Accounts receive an email notification two weeks prior and one week prior to their password expiration date.
- ITS will never ask you for your password.
- When in doubt, send suspicious emails to: abuse@memphis.edu.

Best Practices:

For Computer Safety

- Ensure that your operating systems are current and patched on your computer system.
- Be sure your computers are running an updated anti-malware and anti-virus product on your computer system.
- Enable the firewall that is built into most operating systems and configure the computer to limit its security exposure on your computer system.

For Password Safety

Even the strongest password can fail if it is not adequately protected. Here are other ways to protect your password:

- Never write your password down or store it in an unprotected place, such as the underside of your keyboard.
- Keep your UofM UUID and password unique. Don’t reuse it on external sites.

Examples of Unsecure Passwords:

- Your name (even maiden names or your name spelled backwards is easy to guess)
- Your UUID in any form
- Name of a close relative, friend, or pet
- Phone number, office number, address, or town
- Birth date or anniversary date
- Favorite sports team

Important Announcement: Change in Password Reset Process

In an effort to enhance security of passwords and protect University data, ITS will implement a change in its Password Reset service. Effective immediately, the ITS Service Desk (Tier 1) will no longer, administratively, change passwords. All UofM affiliates (faculty, staff, students, alumni, former students, etc.) will be encouraged to visit the University’s self-service Identity Management website located at https://iam.memphis.edu. Here, you can initialize your account, reset your password, retrieve your UUID and answer your security questions to regain access to your account.

In addition, remember these important tips to ensure your data is secure:

- Never share your password with anyone. This includes a UofM employee, friend or relative.
- Beware of phishing emails that attempt to lure you to malicious websites.
- Watch for email notifications about your password changing. If you did not change your password, please contact the Service Desk immediately.
- Never respond to an email request for your username and password, or any other request to “verify” your account.

For more information about IT security, please visit the ITS security website located at http://www.memphis.edu/its/security/index.php.

If you have any questions about the change or need further assistance, please call the ITS Service Desk at 901-678-8888 or email umtech@memphis.edu
Center for Teaching and Learning (CTL)

Faculty Support and Training

The Center for Teaching is driven to provide ongoing faculty support and training. Our mission is to provide instructional technology training on enterprise software and hardware that supports the University’s mission of student success. The CTL seeks to enhance the learning process through educational technology for the UofM community.

Therefore, the CTL hosts a variety of training opportunities each month with topics ranging from eCourseware Grade Book Management to Getting Started with Adobe Acrobat. Trainings sessions last approximately an hour to an hour and a half and are held on campus or virtually.

The training schedule is available to all faculty and staff and is located on the CTL Events Page on the UofM website. Details and registration for all training opportunities are located on Learning Curve (http://learningcurve.memphis.edu), under the Center for Teaching and Learning.

To learn more about the Center for Teaching and Learning, and how we may serve you, please visit our website at memphis.edu/umtech/ctl.

Visit us on campus, we are located at:
Center for Teaching and Learning
University of Memphis
3720 Alumni Drive 100 Administration Bldg.
Memphis, Tennessee 38152

Have Questions? Ask us!

chat @ http://umhelpdesk.memphis.edu

call (901) 678 - 8888

email: umtech@memphis.edu

Walk-Ins Welcome M-F 8am - 7pm
Administration Bldg. Room 100