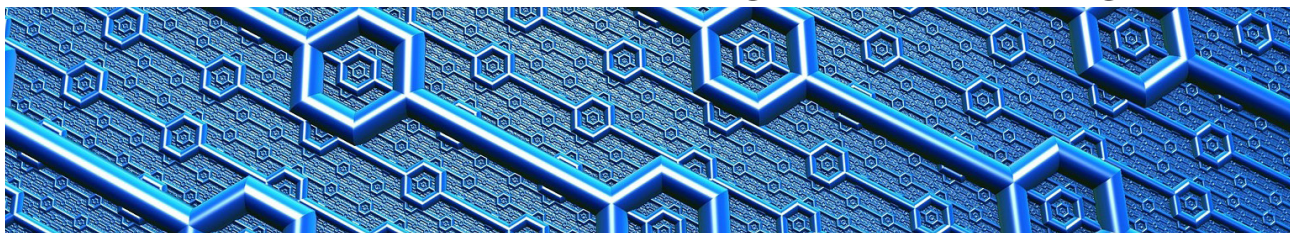# CTL Newsletter
The Center for Teaching and Learning

FALL 2016

TAF Smart Classroom Improvements

Information Technology Services uses its TAF budget (Technology Access Fees) to keep equipment and software up-to-date in over 350 Smart Classrooms. To help resolve problems timely, we will be using remote management techniques to help notify us of issues involving equipment and software in Smart Classrooms.

Beginning fall, when you enter a newly upgraded classroom, you will see signage informing you of details about the room like TAF upgrades and technology capabilities.

This Summer's TAF Classroom Improvements Include:

• 34 Smart Classrooms have had full audio/visual upgrades

• 125 Smart Classroom computers have been replaced.

• 30 new Laser projectors have already been installed and more are on the way!

We want to hear from you. Did you know we conducted a smart classroom survey to get your feedback? In an effort to improve students' educational experience, during the Spring 2016 semester, Smart Technology Services developed a quick survey for faculty and students regarding classroom technology enhancements. The survey was distributed via posted QR Codes and on desktop backgrounds in computer labs and Smart Classrooms. We also posted fliers around campus to get the word out. We asked your opinion about classroom furniture, more conducive to student collaboration, mobile device charging stations and maintenance free projectors. With the results of this survey in hand, ITS plans to move forward with enhancing academic classrooms and student collaboration spaces throughout the University. Watch out for similar surveys in the future.

TAF Classroom Improvements brought to you by:

um Tech

The eCourseware Buzz

ePortfolio

ePortfolio is an 'electronic portfolio,' or a collection of digital artifacts that you pull together and assemble into a format that can be shared with others. ePortfolio is found within eCourseware; is easy to use, allows you to share items with others, and receives feedback on documents.

Students can create and share documents, links, presentations, photos, videos, and more. Peers, mentors, and instructors can view and comment on the content that's shared with them. ePortfolios can be used to demonstrate learning, put together samples of work for an application, or to demonstrate your achievements to a potential employer. Each student manages his/her own ePortfolio. To access the tool, students click on the ePortfolio link in any course navigation bar in eCourseware.

D2L ePortfolio is also available on mobile devices. This allows students to shift their learning journey from computer to phone.

For more information on ePortfolio, please visit our UMtech website.

Video Note 2.0 / Audio Note 2.0

Video Note 2.0 has been upgraded to remove its dependencies on Flash® technology and now uses HTML5. It will, however, revert to Flash technology when it detects a legacy browser without HTML 5 support. Video Note 2.0 is automatically available in Brightspace Learning Environment 10.6.3 (our current version). Coupled with the Video Note 2.0 upgrade, is Audio Note 2.0. Audio Note 2.0 replaces Audio Recorder in the Brightspace Learning Environment. Audio Note 2.0 creates .mp3 files instead of .WAV files, which makes Flash technology no longer required for audio recording.

D2L's Brightspace Pulse

What's in it for Students?
Brightspace Pulse is the mobile application for students that helps communicate course info like grades within eCourseware. Pulse helps manage your workload, stay connected to news, and view grades on your mobile device. With one quick search, you can look at your courses in eCourseware to see what assignments are coming up. You can even add your own personal calendar items. In addition, with news and grade notifications, you will always be connected to the latest updates.

To get started, download the application Brightspace Pulse, from the Apple iOS App Store or from the Google Playstore. Open the Brightspace Pulse app. Login using your UofM UUID and password. Once you log into the app, you will see a calendar containing all of your course information. Watch this video for an overview on Pulse.

What's in it for Faculty?
Although Brightspace Pulse is designed primarily for students, faculty can also benefit. By enabling students to stay connected and on track, faculty can spend less time reminding students about assignments. As long as due dates for assignments are listed for the course in eCourseware, students will be able to view them via the Pulse app. Students will be able to stay up-to-date on any changes to course content, new graded items, and assignment due dates.

Coming Soon to eCourseware

- Virtual classroom enhances collaboration
- Pulse Update
- The Day Light Experience
- A New Online Proctoring Service
- BrightSpace Pulse

Enhancing Classroom Engagement with REEF Polling (an iClicker Product)

The Teaching and Learning Advisory Committee (TLAC) advises the CIO and Provost on technologies and issues related to teaching and learning. In late Spring, TLAC recommended we move to a BYOD model for clickers. As a result, the Center for Teaching and Learning (CTL) would like to introduce the new mobile engagement service: REEF Polling. This service lowers the cost to the student while enhancing the classroom engagement and will replace Turning Technologies devices, (no longer available in the University Bookstore).

Reef Polling is a mobile engagement system that allows instructors to turn anything shown on their screen into a question and send images and polling questions to student's devices. Students can access REEF Polling through a web browser or by downloading either the IOS or Android app. Also, if enabled, students can review session history as a study guide outside of class. With REEF, multiple choice, numeric, and show answer questions are easy to setup within the REEF instructor software.

To learn more about REEF Polling, view the Center for Teaching and Learning event calendar for upcoming workshops.

With recommendation from the Teaching and Learning Committee (TLAC) and faculty feedback, the Respondus Lockdown Browser and Monitor services will be discontinued on December 30, 2016. Respondus installs a program on the student's computer and "locks down" the computer while taking an exam. In our current technological age, it does not hinder a student from using an external device (i.e. another laptop, mobile phone or device). Today's, exams are done by a combination of webcam monitoring, keyboard lockdowns, and student authentication. Therefore, TLAC along with the Center for Teaching and Learning (CTL), will begin to explore other available services for the integrity of examinations.

Other Respondus services like Respondus 4 and Studymate are still available for instructors to use. Please visit the TLAC Recommendation site for 'Next Steps' and FAQs regarding this service.

What's the Word?

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O  I  L  O  F  T  R  O  P  E  C  R  E  T  E
S  U  D  N  O  P  S  E  R  C  M  E  V  I  C
U  M  S  E  R  V  I  C  E  S  J  E  R  R  H
M  X  M  O  O  R  S  S  A  L  C  F  U  U  N
M  E  K  S  A  N  S  E  R  I  F  M  S  C  O
E  H  J  B  R  I  G  H  T  S  P  A  C  E  L
D  F  G  R  B  R  E  T  S  E  M  E  S  S  O
I  C  O  L  L  A  B  O  R  A  T  I  O  N  G
A  H  E  H  Y  P  E  R  L  I  N  K  H  W  Y
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Word Bank:
REEF, respondus, security, technology, accessible, sanserif, hyperlink, eCourseware, classroom, umservices, ePortfolio, survey, brightspace, ummedia, semester, collaboration

Accessibility 101

How accessibility conscious are you? We are all responsible for ensuring equal access, but do you have the knowledge you need? Take this quiz to find out! Answer True or False to each question.

Question 1
Accessibility and Accommodation are interchangeable terms.

FALSE
While both Accessibility and Accommodation relate to giving equal access to those with disabilities, there is a major difference. Accommodation focuses on adapting information, materials, and technology (IMTs) for qualified students based on individual needs. Accessibility is a collection of practices focused on pro-actively meeting the needs of all students or colleagues regardless of specific disability or qualifying criteria during the creation of information and materials and the selection and purchasing of technology.

Question 2
Accessibility is the law.

TRUE
In 2010, the Departments of Justice and Education changed the way we interpret the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. Before, if our students or colleagues had unequal access, they had to petition to get special access. This was both difficult to instructors and supervision and unfair to those who lacked the same level of access as their counterparts. Now, public institutions are required to pro-actively provide equal access to everyone.

Question 3
Making an accessible document, presentation, email, website, video, etcetera is a complicated process that will take a lot of extra time.

FALSE
 In most cases, ensuring that the information and materials you create are accessible is a fairly simple process. Applications like Microsoft Office for Windows (including Word, PowerPoint, and Excel), Adobe Acrobat, and others have built in tools to certify that the document meets accessibility standards.

How many did you get correct? Do you need more information or training on accessibility? The Center for Teaching and Learning along with UM3D are making concentrated efforts in our Accessibility Initiative. We have information on Accessibility on our website, as well as training available to all faculty and staff on creating accessible Microsoft Office and Adobe PDF documents. Sign up on the Learning Curve website. We also have an online course that is available to faculty and staff upon request.

5 Points on Making Word Docs Accessible

1. Use the built-in Heading Styles, instead of trying to create your own.

2. Use a Sans Serif font, such as Arial, Helvetica, or Verdana. It's easier on the eyes and for screen readers.

3. When using Hyper-links, give a detailed text description of the link.

4. Always use the "Check Accessibility" feature to inspect the document and correct errors. (PC only)

5. When using a Word document in eCourseware, let your students know that the document must be downloaded before it will be accessible to screen readers.

Technology to Enhance the Learning Experience

umMedia

Blue Jeans
BlueJeans is a cloud-based video conference service. It allows faculty and staff to conduct live, single or multi-person conferences from any video-enabled device with Internet access. Using only a webcam, microphone, and a web browser, BlueJeans allows people to meet, share, and collaborate virtually from their desktop or mobile device. This allows classes or groups to meet synchronously on line, with up to 25 participants.
Bluejeans website

Ensemble Video
Ensemble is one of the University's video content management systems available to faculty and staff as a tool to help engage the learning community. This platform enables users to organize and manage their own video library, upload video files, and easily share them through multiple sources. The system allows users to easily publish videos to eCourseware, HTML pages, blogs, and other web technologies. Ensemble video is integrated with our learning management system, eCourseware.
Ensemble Video website

iTunesU
iTunesU is a service that allows departments, faculty, and staff to provide access to a variety of information content.
iTunesU website

MediaSite
Mediasite is an audio, video, and content capture tool that allows faculty, trainers, and staff to create and share training modules, lectures, and assignments both on and off campus among peers and the University community.
MediaSite website

umMeet (Adobe Connect)
The University of Memphis offers a web-based communication tool called Adobe Connect, locally branded as umMeet. Get started with umMeet here.

umServices

umApps
umApps provide easy, web-based access to a variety of specialized applications such as SPSS, Mathematica, Microsoft Word, and many more. University students, staff, and faculty can access the software from any PC or Mac, on and off campus.
umApps website

umBlog
umBlogs, also know as blogs.memphis.edu, provides a place for participants to share experiences, reflect on activities, and publish student creative works through written posts, pictures, videos, links, and comments. Your blog is a reflection of the power that can be created when you combine collaboration, social media and meaningful activity.
umBlog website

umDrive
umDrive is a web-based file storage and sharing service. As a current UofM faculty, staff, or student, you can access umDrive files 24 hours per day, seven days a week with your UUID and password at the umDrive website.

umWiki
umWiki requires an active university account for access. Students are allowed to create pages in their personal wiki space. Students are not allowed to create additional spaces. Faculty and staff are allowed to create as many spaces and pages as they desire. umWiki - umWiki website.
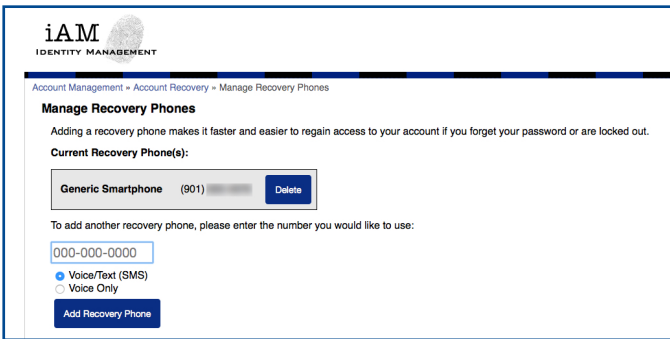
umSurvey
umSurvey is a survey tool provided by Qualtrics at the University of Memphis. This service can be used to create, distribute, and analyze surveys. Qualtrics has advanced report capabilities, social media integration and useful collaboration features.
umSurvey website

Security Scoop

iAM

Have you changed your password lately? If so you will notice there are a few extra options available. One option, **Account Recovery,** allows you to use your smart phone to recover your account.

Additionally, you are able to reset your password via a SMS text or a voice telephone call. This is an optional part of account initialization, and will be available via the "Account Recovery" menu of iAM. Security Questions are still mandatory; however, the recovery phone is entirely optional.

For more information about IT security, please visit the ITS security website.

Unfamiliar Email?

Do you know what to do when you get an unfamiliar email or you click something that makes your computer go "haywire"? Check out the ITS (Information Technology Services) Security Best Practices website.

Have you received an email asking you to "CLICK HERE to confirm your username and password before your access is denied!"? This is a common tactic called "phishing" used to get control of your account. Emails like this or any that seem to be suspicious should be forwarded to abuse@memphis. edu to keep your account and the University safe. Are you bombarded by pop-ups or think that your computer may be compromised by viruses, spyware, or malware? A solution can be found in the ITS Security Best Practices. The best time to be prepared to solve your problem is before it starts. Make yourself aware of what you can do to fend off threats.

Center for Teaching and Learning (CTL)
Faculty Support and Training

The Center for Teaching and Learning offers support and training for many different applications and services. Whether it is REEF Polling, the exciting new addition to our lineup of tools, or the many facets of eCourseware, we are here to support you any way we can. Be sure to check Learning Curve under the Employee tab in myMemphis or visit the Learning Curve website to register for any of our many training opportunities. They include: **Adobe Acrobat, Adobe Illustrator, Adobe InDesign, Adobe Photoshop, BlueJeans, eCourseware, Ensemble, iTunesU, MediaSite, Microsoft Excel, Microsoft OneNote, Microsoft PowerPoint, Microsoft Word, REEF Polling, Respondus 4, Respondus Lockdown Browser, Turnitin,**

umBlogs, umMedia, umMeet (Adobe Connect), and umSurvey (Qualtrics)
The training schedule is available to all faculty and staff and is located on the CTL Events Page on the UofM website. To learn more about us and how our training opportunities, please visit our website.

> **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**