

CENTER FOR TEACHING AND LEARNING NEWSLETTER



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IN THIS ISSUE: FALL IS UPON US

WE'RE MOVING TO CANVAS



Starting with the Spring 2022 semester, eCourseware will be changing! The University of Memphis will begin using Canvas by Instructure as our new Learning Management System (LMS). Our current LMS, Desire2Learn, will be retired on December 31, 2021.

- **Faculty** - To get a head start on how to teach with Canvas, view the [Canvas Overview \(Instructors\) video](#).
- **Students** - Students can learn more about how to take courses in Canvas by viewing the [Canvas Overview \(Students\) video](#).
- **All Users** - Read more about Canvas in general on the [Canvas by Instructure home page](#).

To learn more about the selection process, view the projected timeline, and access tutorials, [please see our Canvas transition page](#).

DUO BYPASS AND PASSWORD RESET

Have you tried to log in to your Memphis account only to realize your phone or tablet was dead when you got to the DUO screen? You're not out of luck. We have a solution: a DUO bypass code! These codes are accessible in the Duo Account Security menu within the [iAM Identity Management portal](#). Users should write down one or more access codes and keep them in a secure place.

Another option is to use a DUO physical token to generate a code, which works without internet access. Duo tokens are available for a small one-time fee and are linked to a single account. Token request forms are available online for [students](#) and [faculty/staff](#). For more information about Duo bypass codes, [watch our video on our DUO page](#).

The newest method for resetting passwords allows you to have a validation code sent to your personal email address. However, a non-memphis.edu email address must be added by the user in Banner, which can be accessed in the Personal Information section of the [myMemphis portal](#). For students, this section is in the Student Pages tab within My Resources. For faculty and staff, access is available on the Employee tab.

Zoom in the Classroom

With the recent upgrade of USB cameras and microphones to over 150 Smart Classrooms, instructors can use Zoom for in-person, hybrid, and asynchronous/synchronous instruction. To use Zoom as an external learning tool, you will need to be in a camera-equipped classroom. Camera remotes will be located on the podiums and provide users with the following functions: Camera selection, Presets, Auto Focus, Zoom In/Out, and Arrows to adjust the camera's position. Once logged into the PC or Mac station, log into Zoom using the Single Sign-On (SSO) option. Instructors can start a Scheduled or New Meeting. For students to view your content, select the Share Screen option. Select Record to Cloud to have a saved file of your lecture for 30 days. You can download the recording for longer storage. Once the recording is available, you can share the shareable link with students. For assistance or additional information regarding the use of equipment in Smart Classrooms, [please visit the SmartTech Services website](#).

Looking to Get a New Computer or Other Tech Gear This Year?



TIP

The technology industry is still recovering from the effects of Covid-19. We've experienced longer than normal wait times and delays in shipping and procurement of our large technology orders. We encourage you to [reach out to your LSP](#) for assistance with ordering new technology and/or devices.

SUBMITTING A SELF SERVICE REQUEST

Did you know you can save time and effort by submitting a request for help on the [umHelpdesk website](#)? Select the Teaching and Learning tile, then select the eCourseware tile. As an example, for eCourseware issues, questions, and requests, select the Teaching and Learning tile and eCourseware. Here you will find various request options including, but not limited to: Add TA/GA/Faculty, Assessments, Content, Course Copy, Extended Course Access, and Missing Courses. When filling out any of these forms, make sure to include any pertinent details in the Additional Information section. Attaching a screenshot makes it easier and faster for us to figure out what might be causing any issues and are very much appreciated. Once your ticket is submitted, you will receive an email with the Subject: Registration of Incident, followed by your actual incident number from umtech@memphis.edu. For example, Registration of Incident I2103-6968. If your ticket is modified, you will receive an email that will include the Subject: Your Incident has been updated. To view the update, click the Incident link in the email. Using the Incident link also allows you to respond to the person or group handling your request. We recommend checking your email for any updates regarding your request.

EMAILING YOUR CLASS



There is a simple way to email your entire class all at once from your University email. Follow these steps and you will be able to send an email to all students registered for your classes.

Open your university email, and start a new message. In the To: line, put the address of the class. The class address is made up of several parts. For our example we will use the class PSYC 1234 M50 from the fall semester of 2021.

Part 1 – The prefix/department of your course: PSYC

Part 2 – The course number: 1234

Part 3 – The course section: M50

Part 4 – A period: .

Part 5 – The year: 2021

Part 6 – The semester (fall-F, spring-S, summer-U): F

Part 7 – The email suffix: @memphis.edu

Course email: PSYC1234M50.2021F@memphis.edu

Add the subject and body of the email. Send!

That is all there is to sending an email to your class.
Remember: Do not include any spaces in the email address.

ECOURSEWARE BUZZ



To paraphrase the Bard, the time of year. . . thou mayst in this newsletter behold some of the interesting updates that have happened in eCourseware leading up to the fall semester!

Delete and Restore Attendance Registers

Using the Attendance tool, which can be added to your navigation bar through a request to the Service Desk, you can create Attendance Registers to help manually track student attendance. While these registers do not interact with the gradebook in any way, many faculty have found them useful. Now, using the More Actions menu in the tool, you can delete or restore registers, making it even easier to manage attendance in eCourseware.

eCourseware Autosaving Outgoing Emails

If you use eCourseware email for your classes, you know how important it is to keep track of all of your messages. Well, that just got easier with this update. Now, eCourseware emails that you send to others will be automatically saved to your Sent folder. Previously, you had to select a box to save messages, but that function has been changed for convenience.

Reorder Your Rubric Criterion Group

The Rubric tool has gotten a lot of great updates in the past year, the new Rubric Creation Experience being one of them. Now, in that new experience, you can reorder your criterion groups, making it even easier to organize and create your rubric directly in eCourseware. Two arrows, one up and one down, will appear next to the criterion group row when using multiple criterion groups in the new Rubric Creation Experience. You can click either arrow to move the whole group up or down in the order. This improvement will allow more flexibility in creating rubrics, if you change your mind about how you want the rubrics to appear to your students or during grading in the midst of creating them.

DOCUMENT SHARING

Faculty, staff, or students who need to capture a physical document and convert it to a digital format can use the Office Lens app. This app allows you to capture an image of a document and convert it to PDF so that it can be emailed or saved to OneDrive. Microsoft Office Lens can be found in the App Store for iOS and Google Play Store for Android.



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