CENTER FOR TEACHING AND LEARNING NEWSLETTER
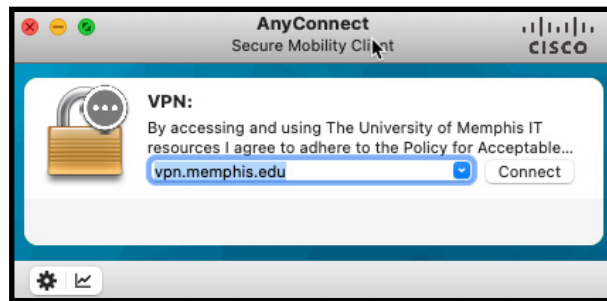
THE UNIVERSITY OF MEMPHIS®
Information Technology Services

IN THIS ISSUE: STAYING CONNECTED

THE VPN AND YOU

The The University of Memphis Virtual Private Network (VPN) provides secure access to University resources when using a non-university network. There are many UofM services that require VPN to be installed and used.


After you install AnyConnect, the VPN client, you can securely and safely connect to the University's VPN from anywhere. For more information about the VPN and how to install, see our VPN page.
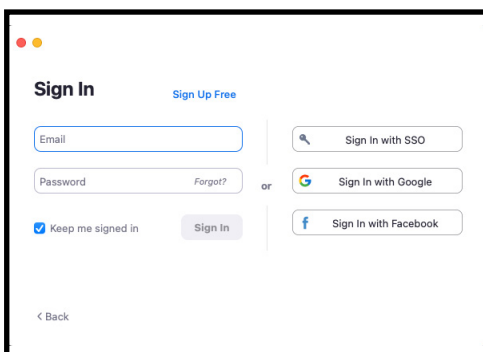
SIGNING INTO ZOOM

If you have signed in any other method previously, you may have accidentally created a free basic account with Zoom that is not attached to the University of Memphis Zoom tenant. When signing in using the University's Zoom address in the instructions below, you may be asked to merge or migrate your account. Follow the on-screen instructions to complete the merger of your account, and you will have access to a full Zoom license under the University of Memphis.

Signing Into the Zoom Website

The best way to sign into the Zoom website is to go to memphis.zoom.us. Once there, select the Sign In button near the bottom of the web page. This will direct you to the normal SSO sign-in page that you see when accessing most other University of Memphis online services. If you are already signed into a University service that used SSO, you may not see this page at all.
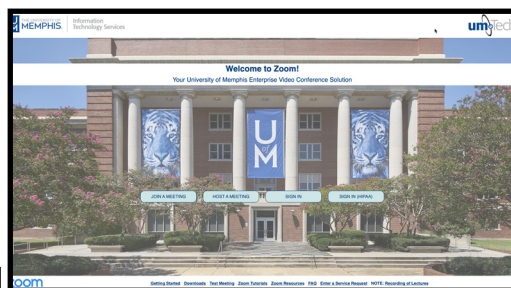
Otherwise, you will sign in as normal on this page. This will bring you to your Zoom profile where you can create meetings and update your settings.

Signing Into the Zoom App

The Zoom app has an option to sign in to make use of its functions, such as creating meetings and chatting with other University of Memphis Zoom users. To do this, open the app and select **Sign In**. On the following page, select the button marked **Sign In with SSO**. Then, on the next screen, type "Memphis" into the box provided and select Continue. As before with the website, this will take you to the SSO sign-in page, if you are not already signed into another University of Memphis service. Sign-in as normal, and you will have access to all the functions of the Zoom app.

PASSWORD CHANGES

Information Technology Services (ITS) recently announced that all enterprise passwords must be reset.

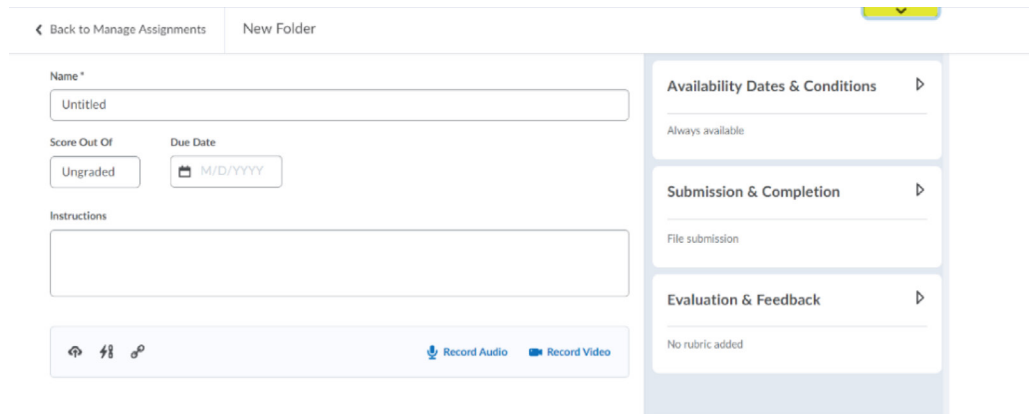Information on Changing Your Password

Minimum password length will be increased to 15 characters effective March 10.

All passwords must be changed March 10-31 using the iAM website. This includes all students, faculty and staff.

Your UUID and password are used for single sign-on to access many University IT resources. Individuals will receive reminders through March 31 to change their passwords.

NEW DROPBOX VIEW/SUBMISSION

There are two different views of the Dropbox feature in eCourseware. The traditional view is still available for those of you who prefer to use that view. You can access by using the arrow button in the upper right corner of the screen. When you choose to use the traditional view, please provide feedback as to what is missing or needed in the new view. The feedback is collected and used by the LMS provider to make further improvements before the tool is to be implemented permanently. There is currently not an estimated time of when the traditional view will no longer be available.

The new Dropbox view includes all of the features in the traditional view. Now, those features are located on one page. You must click the arrows to expand some features in this view. See the attached image for additional details and try out the new features to see how it works before it becomes the default setting.
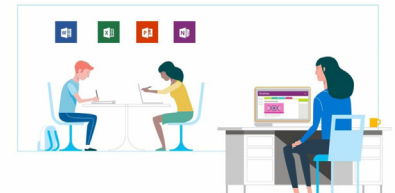
TEAMS & MICROSOFT 365 UPDATES

Every month, Microsoft 365 pushes out updates to the Office Suite (Word, PowerPoint, Excel, etc.). Even though some are background improvements, we still would like to highlight a few that you may notice for PC, Mac, iOS, and Android.

Microsoft Office

For Mac: PowerPoint: Record your presentations with the new and improved Record Slide Show - Record Slide Show now supports presenter video recording, ink recording and laser pointer recording.

For PC: Outlook: Get meeting suggestions when you search for a person - When you type a person's name in the Search box, the most relevant email containing calendar invites will be included with your search suggestions.

Teams Updates

Desktop and Web: You can revisit previous areas you've been to in Teams with the back arrow at the top of the app. When you hover over the arrow, a history of conversations, channels, apps, activities, tabs, and files will appear. Choose an item from the list to immediately jump back to that spot in Teams. Learn more at **Use History** to revisit where you've been.

iOS: Presenters can now join and run a live event from an iPad. Learn more at Present in a live event in Teams and select the iOS tab at the top of the page for more details.

Best Practices When Choosing a Password

TIP

Avoid using your Universal User ID (UUID), a dictionary word, or numbers associated with your personal information.

Avoid reusing any past or current passwords.

Keep it secure.

Avoid storing passwords where they are visible or in an unlocked desk.

No matter how complex a password is, if you write it down it is NOT secure.

ECOURSEWARE BUZZ

The eCourseware bees are practically buzzing with excitement for these new updates to our learning management system.

Quiz Accommodations Tool

This feature enables instructors to grant students accommodations through the Classlist tool on every quiz in their course. The accommodation options to allow more time to complete quizzes at the course level and the ability to bypass right-click restrictions in quizzes are currently available. The option to override the right-click restriction in quizzes allows students to right-click in the quiz while taking the quiz, if you have chosen that restriction in the quiz settings.
The additional time can be applied in terms of quiz time multipliers (for example, 1.5x quiz time) or +minutes (for example, an additional 30 minutes). Once granted, these accommodations apply to all quiz activities in a course for that student.
Quiz-specific special access can overwrite an accommodation for any user on a quiz-by-quiz basis. When you overwrite an accommodation and then click Save, a warning describing the impact of overwriting an accommodation appears. Our vendor plans further accommodation options and enhancements for later this year.

Enhanced Rubric Warning

Previously, if an instructor attempted to publish a partially completed rubric evaluation, the partial evaluation dialog appeared. If the instructor tapped Enter on their keyboard, the partial evaluation was published.
Now, the default button behavior has changed so that tapping Enter on the page returns the user to the rubric to complete the evaluation. This change adds a verification layer to reconsider their action and ensure that instructors are not mistakenly publishing incomplete evaluations.

Dropbox Improvements

Now, the Save button in the new assignment creation experience enables an instructor to save their progress while creating or editing an assignment. Previously, **Save and Close** was the only option.

The scrollbars on the main and right-hand panels now appear thinner and less noticeable, providing more vertical space when creating or editing an assignment.

The name of the dropbox assignment appears in the more immersive navbar along the top of the page.

LOCKED DATES VS AVAILABILITY DATES - DISCUSSION BOARD

When you add date restrictions to a discussion forum or topic, you have two options: Availability Dates or Lock Dates. The availability dates allow the forum or topic to be visible during the time period you enter. Students can also contribute to the discussion topic during this time. When an end date is added to the Availability Date, students can no longer see the forum or discussion beyond the end date. Alternatively, the lock dates allow students to contribute to the topic during the time period entered. When an end date is added to the Lock Date area, students can still see the discussion topic and the posts contain therein. However, they will no longer be able to contribute additional information to the discussion topic. ***Note:*** *If you use both, availability dates and lock dates – the availability dates supersede the lock dates settings. Therefore, it is best to only enter either availability dates or lock dates.*

QUIZ EVAL COURSE HOME WIDGET

Quick Eval can now be added to course homepages as a widget to allow you to view and access any submissions awaiting evaluation. The **Quick Eval** widget displays a list of up to six activities with submissions to evaluate. The activities are sorted by due date, with the earliest date first. The icon indicator in the widget shows the type of activity (assignment, discussion, or quiz), and the number of unevaluated submissions for each activity. The due date and course information are also visible below the title of each activity. Course information is only shown if the widget is accessed from the organization homepage. To have this widget added to your course, please submit a request.

ZOOM UPDATES

Zoom regularly provides updates through their app. It is important to keep this and all apps up to date to take advantage of new features.

In version 5.5.5 (13148.0305) the enhanced custom gallery view is available with hidden non-video participants for Windows, Mac OS, Android, and iOS.

- Custom gallery view order can be utilized even when non-video participants are hidden.

- When a non-video participant turns on their video, their video will be added to the bottom-right corner of the last page of gallery view.

Clearer designation of shared content - Windows, Mac OS, and Linux

When sharing begins, a notification is provided over the shared content, clearly showing what you are sharing and when participants can see the content. Requires at least 80% of participants to be on version 5.5.4 or higher for the host to be notified that the shared content is visible to participants.

Improved carriage returns for in-meeting/webinar chat - iOS

Messages will automatically wrap around to the next line as they extend beyond the provided space and includes a Return option on the keyboard to force a new line.

UNDERSTANDING THE CLASS PROGRESS

The Class Progress tool tracks the overall progress through the content and activities of your students both as a class and individually.

To access the Class Progress tool, from within your course, click Assessments and then, select Class Progress. You will see a list of your students along with charts and graphs of four indicators – Content, Objectives, Logins, and Grades. You can customize these four indicators to the items most relevant to your monitoring needs. Hover over the image to get a cursory overview and click it to get a more detailed summary.

You can use this tool to follow-up with students about missing assignments, limited engagement with course content, or determine which students need additional support and resources in specific areas, and so much more.

Please note the course progress tool should be used to follow students' progress in the course and not test their knowledge of the course material. Testing students' knowledge should be completed by the creating quantitative assessment.

RECORDINGS FOR ZOOM (WHERE TO UPLOAD THEM)

Did you know there are multiple recourses for uploading your Zoom recordings? Currently, any Zoom recording that is saved to the cloud will automatically be deleted after 31 days, but, if it is saved locally to your computer, you can upload/share the recordings to the following places:

Ensemble Video: Ensemble is one of the University's video content management systems. With Ensemble you are provided with a media library for uploading any type of video or audio file. Media storage for Ensemble starts at 5GB but can be increased at any time. For more information about how to use Ensemble Video visit our Ensemble Video resource site.

OneDrive: OneDrive (Microsoft's Internet-based storage platform) is available for use with internal and external (non-UofM) colleagues. This service provides a solution for sharing documents and even videos with others while working on research, class projects, or administrative collaboration. To access OneDrive, visit the University of Memphis Office 365 Webmail site.

Please be sure to review the Recording of Lectures Statement for more information about distributing recordings.

COURSE CONTENT

Are students unable to access course content when they should be able to? It is important to double check that any start or end dates added to your course content or modules will allow students to access the material at the appropriate time.

EXTENDED COURSE ACCESS

Sometimes students need additional time to complete course requirements due to an incomplete grade. You can submit an Extended Course Access request for students in your course to provide them with access to the course after the semester has ended. Keep in mind, granting extended course access does not automatically permit accessibility to assignments. The dates will need to be modified for course content, assessments, and discussion forums and topics. Additionally, the Turnitin.com Originality Checker will not be available for assignments submitted by students with extended access.