THE UNIVERSITY OF
MEMPHIS®
Information Technology Services

iTunes U

Guidelines

Center for Teaching and Learning (CTL)
100 Administration Bldg., Memphis, TN 38152
Phone: 901.678.8888
Email: itstrainers@memphis.edu
Center for Teaching and Learning Website

4/15/2019

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umTech & The Center for Teaching & Learning

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Purpose

This documentation informs the reader of the outline of iTunes U.

Audience

This documentation is designed for University faculty who will be using iTunes U.

UofM iTunes U Guidelines

The University of Memphis now has a presence on iTunes U. This service will enable users to provide continuous access to course material, information, multimedia content and more. iTunes U will not replace the University's LMS, however it will help optimize the use of technology for teaching and learning.

Overview

Anyone with an Apple ID* can become an affiliated instructor with the University and create courses using the iTunes U Course Manager web-based tool. Courses can include a syllabus, handouts, assignments, and other items. Content from the iBooks Store, App Store, as well as web links or another iTunes U courses content may also be included.

Once your course has been created it must be approved by the University iTunes U administrator, and once approved, it is published to the University's iTunes U site.

Note: *An Apple ID is your user name and password used to access apple products and services. If you currently have one, there is no need to create a new one. If you do not have one, you can create one for free by visiting the* Apple ID webpage. *To become an affiliated with the University you must request the iTunes U administrator to add your Apple ID as a contributor to the site.*

Course Criteria

In order for your course to be published to the University of Memphis iTunes U site, you must follow the steps below and must include the following Criteria:

Step 1 New Course Settings

1. A course name
2. Identify the University of Memphis as the institution in course settings
3. Associate the course with a department
4. A category and subcategory as well as a level of complexity and language
5. A full description or summary
6. Licensing information
7. Course image (600x600 pixels, 10MBmax)

Step 2 Course Content

8. Provide a Course Outline

9. Upload a minimum of at least 1 content item

Step 3 Connect to UofM iTunes U Site

Request to add course to the public iTunes U catalog (The course must be public with the University in order to appear on the University's iTunes U site – affiliation is approved by the iTunes U administrator).

Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. Upon completing the training covered in this course; faculty, staff and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link **Request Help or Services**.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk is available from 8:00 a.m. – 11:59 p.m., seven days a week (excluding some holidays). You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 12:00 a.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- **Explore the umTech Website**
- **Center for Teaching and Learning (CTL) Website**
- **Search our Training and Documentation**