

CTL Newsletter

The Center for Teaching and Learning

FALL 2015

New Service Desk Support System

Did you know, on August 3, 2015 Information Technology Services improved the quality of customer service with a new Service Desk Support System!

Here's what you can expect:

- Easier ticket submission
- Quicker, more consistent response times
- Mobile access
- Enhanced communication between you and the service area
- And more features to come!

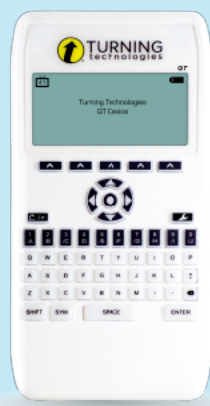


Learn more about the new system and register for training by visiting:

umtech.memphis.edu/service

Turning Technologies New Clickers/Clicker Day

Starting Fall 2015 there will be a new clicker for students to purchase!



The QT clicker by Turning Technologies is a full-featured response device with a QWERTY keyboard. The clicker is compatible with numerous question types such as multiple choice, multiple response, numeric response, true/false, and short answer. Also, the device has a large LCD screen and back light, with student response ID submission with response, and real-time progress monitoring for instructors.

Students, can purchase the QT clicker at the University of Memphis bookstore located across from the University Center. Faculty members can request an Instructor's kit by submitting a ticket with the Center for Teaching and Learning at <https://umhelpdesk.memphis.edu/>. The Service Request can be found under the Teaching and Learning Tools for Faculty.

Note: If your student has the Response Card RF LCD clicker model their device is still compatible with the TurningPoint5 software. The RF-A (accessible clicker) is also available in a bundle with Responseware for the added features. **(Continued on Page 3)**

The University of Memphis Update on Accessibility

The University of Memphis Accessibility Committee seeks to establish a standard of expectations and practices for the learning community that provides equal opportunity for student success for everyone.

As stated in UMPolicy 1480, “The University of Memphis prohibits discrimination against persons with disabilities and ensures equal opportunity and full access to qualified students with disabilities in all of the University’s programs, services and activities.” The committee’s charge is to establish priorities and make recommendations on policy for current ADA compliance and accessibility standards and resources on campus.

As a result, the UofM, in agreement with TBR, has adopted the functional usability standards for accessibility, “substantially equivalent ease of use” framework. The US Department of Justice enforces the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as non-disabled students. In addition, the educational experience must still ensure equal access to the educational benefits and opportunities afforded by the technology and equal treatment in the use of such technology.”

To help the UofM community begin thinking and addressing accessibility. We’ve partnered with DRS (Disability Resources for Students) to identify Top Ten Accessibility Points.



Top Ten Accessibility Points

1. **Software:** Purchase only software and hardware that have been tested and certified as fully accessible.
2. **Audio or Video Files:** Provide captioning or a description/transcript in text form.
3. **PowerPoint File:** Make sure all graphics are labeled and include appropriate ALT text.
4. **Non-Text Element:** Provide a text equivalent for every non-text element (images, graphics, symbols, image map regions, animations (e.g., animated GIFs).
5. **Content:** Ensure that all content can be accessed with the keyboard alone in a logical way.
6. **Applications Are Accessibility Friendly:** Applications shall not disrupt or disable activated features of other products that are identified as accessibility features.
7. **Links to PDF Files:** Include an indication on the page that the link is different; this will reduce user confusion.
8. **Electronic Forms:** Should allow assistive technology to access the information, field elements, and functionality required for completion and submission of the form.
9. **Multiple Languages:** Be sure to correctly tag each language.
10. **Tables:** Clearly identify rows and columns with headers.

As the committee continues to develop the Accessibility plan for the University, CTL along with other departments, will help provide training for faculty and staff on making content accessible for all learners.



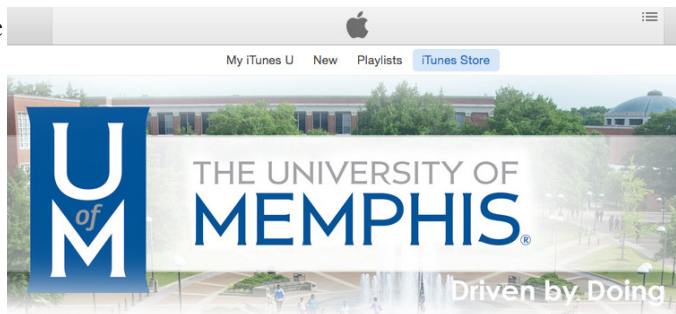
The University of Memphis Now on iTunes U

The Center for Teaching and Learning (CTL) is driven to promote student success. CTL seeks to enhance the learning environment, by connecting the community with educational technology. As a result, the CTL has worked to create a presence for the UofM on iTunes U. Beginning Fall 2015, departments, faculty, and staff may begin presenting and storing content on iTunes U.

Hosting general or supplementary content on iTunes U enables departments, faculty and staff the ability to provide a collection of information and/or supplemental educational content. Originally designed for use with iOS devices, PC users now have the ability to download the iTunes application. Consequently, this enables users to access iTunes U content from various computers or devices.

To help the UofM faculty and staff get started using the software, the CTL team has added training sessions to the fall training schedule. For times and dates, or to register, visit the Center for Teaching and Learning Events Calendar on our website. In addition to the trainings provided, you may also visit the memphis.edu/umtech/teaching/ummedia/itunesu.php for additional training documentation and links.

NOTE: An Apple ID is required to access Apple products and services. If you currently have an ID, 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 web page. You must also have iTunes installed on your computer to utilize iTunes U.



Turning Technologies New Clickers/Clicker Day (cont.)

The CTL will be in the University of Memphis bookstore assisting students with registering their clicker devices. The team will also answer any questions or concerns students may have with Turning Technologies. Please inform your students of the following dates and times:

Friday, August 21, 2015 - 10am-12pm **Wednesday, August 26, 2015 – 10am – 1pm**
Thursday, August 27, 2015 – 10am – 1pm

Microsoft Office 2016 for Mac Is Here

The anticipation is over! Microsoft Office 2016 for Mac has been released. After a very long wait, the Mac version of Office was released to all users on Tuesday, July 9, 2015. Since Office 2011, Mac users have been patiently waiting on a new office suite. Office 2016 design delivers a well needed face-lift to the familiar Microsoft Office Mac users have grown to love.



Word PowerPoint Excel

OneNote Outlook

Office 2016 is available for Office 365 subscribers. As a current student, faculty, or staff member at the University of Memphis, you can download Office 2016 for Mac for free. To Learn more about Microsoft new products or software updates visit the Office website. memphis.edu/getoffice

Ensemble Video Upgrade

Did you know, Ensemble Video has a new responsive layout! On August 14, 2015, Ensemble Video was upgraded to version 4.0, which includes the following updates:

- Bulk delete in the Media Library
- Bulk upload in the Media Library
- New grid layout option for browsing content
- Redesign layout which brings a responsive user interface



ensemble
video

For more information about the new features visit:

<http://www.memphis.edu/umtech/teaching/ummedia/ensemble.php>

eCourseware Grade Book Checklist

Structure the Grade Book

- ☐ Review your course syllabus for a list of all assessment items
- ☐ Decide on a grading system (weighted or points)
- ☐ Determine the grading scheme you will use (100% A+, 95% A-...)
- ☐ Decide how grade items will be grouped and the weights for each group (if necessary)
- ☐ Decided how final grades will be calculated (Calculated or Adjusted)

Apply Grade Book Settings

Grade Book Wizard - complete the following steps:

- ☐ Select the grading system
- ☐ Select how grades will be calculated
- ☐ Select how you will treat ungraded items (weighted = drop, points = treat as 0)
- ☐ Select a default grade scheme (percentage by default)
- ☐ Select how decimals will be displayed
- ☐ Select student view display options
- ☐ Review the setup

Setup Grade Book

- ☐ Set Categories (When using a weighted grading system, all categories must total 100%)
- ☐ Create Grade Items
- ☐ Associate grade items with course material (Quizzes, Discussions & Drop box assignments)

eCourseware Updates

Discussion Assessments From Within a Thread or Thread List

Instructors can now grade all discussion contributions from a thread or thread list by clicking on a new context menu "Assess Student". This opens the topic scoring window with the learner's contributions and a field to grade them.

Grid View

The grid view is back in the Discussions tool. D2L received feedback from faculty indicating that this view is essential for easily identifying learner and instructor participation, unread content, new content, and themes within Discussion topics.

How to Access the Grid View

Instructors can access the Grid View by selecting the drop-down arrow next to the discussion topic.

Upcoming Events

The eCourseware 10.4 upgrade will occur in December 2015. This upgrade will include some interface changes and improve functionality. To read more about 10.4 features visit the Brightspace by D2L community website.

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

CTL Workshops

The Center for Teaching and Learning offers multiple workshops on eCourseware and other enterprise services. Please visit our event calendar or the CTL homepage memphis.edu/umtech/teaching for upcoming workshops.

Virtual Consultation Meetings

Need a face to face consult but want to meet from your home or office? If you have a video enabled device (desktop, laptops, tablet or mobile device). Submit a request at umhelpdesk.memphis.edu to setup a virtual consultation meeting with a CTL member and we will meet with you on the web!

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

For additional assistance:
ITS Service Desk

(901) 678 - 8888
Calls answered on a 24/7 Basis
Except for some holidays

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