

# CTL Newsletter

## The Center for Teaching and Learning

### Windows 10

Change has potential to be great. We have created a document that identifies and examines the key points of what to expect when transitioning from Windows 7 to Windows 10. While the functionality of the operating system remains the same, visual aspects and functionality have been enhanced, resulting in a much more user-friendly design. [Click here to examine our document that explores and explains the differences between the two.](#)

Computer labs and smart classrooms have been upgraded across the UofM campus this summer. Windows 10 will now be the recommended operating system for faculty and staff new PC purchases.

Information Technology Services and the CTL offer Windows 10 Training. [Click here for a complete schedule, or to register for classes.](#)

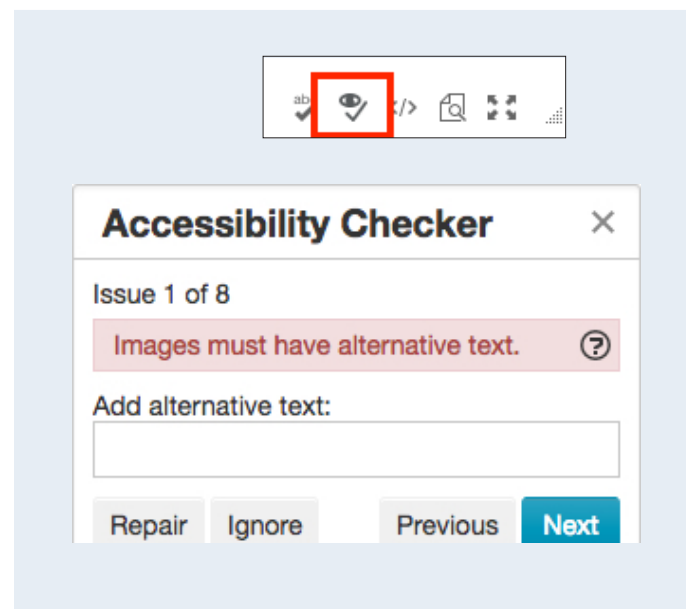
### Virtual Classroom

Virtual Classroom is coming soon! Faculty will use Virtual Classroom within eCourseware to conduct virtual collaboration meetings and video sessions with students. Faculty can schedule live discussions, office hours, video-based training, and more. With the latest update to Virtual Classroom, video sessions can be automatically recorded and seamlessly embedded into a course alongside other learning materials. Faculty can also use the Video Assignments feature to create video assignments, allowing students to respond to course materials or to do presentations remotely. The Virtual Classroom tool is HTML 5 based, making it compatible with any web browser.



### HTML Accessibility Checker

eCourseware now supports a native HTML Accessibility Checker! This checker will advise you on how to make your course content more accessible to individuals who use screen readers, as well as individuals with color blindness. To run the checker, click the Check Accessibility button in the bottom tool bar of the HTML editor.



The checker indicates if there are any accessibility issues, and offers suggestions to fix them. Some areas the accessibility checker will review include the following: use of paragraphs as headings, sequential headings, adjacent links, contrast ratio of text to background colors, image ALT text, and table caption, just to name a few.

The checker will also provide instructions on how to resolve identified issues and a link for additional information concerning accessibility.

## Holding Your Data Hostage



You sit down at your computer, ready to finish a research paper. It's time to put a few finishing touches on your work that will make it shine. Then the screen goes black and a message displays on your screen: "Oops,

your files have been encrypted! Many of your documents, photos, videos, databases and other files are no longer accessible because they have been encrypted."

You then notice that your paper and all of your other files have strange extensions on the end and you can't open them in their normal programs. The message on your screen lists information on how to pay in something called Bitcoin to decrypt your files, and there doesn't seem to be another option other than paying money. What happened here? You have just become a victim of ransomware. Ransomware is malicious software that has infected your system and encrypted your important data so that you will not be able to access any of your files until you receive the decryption key from the cyber criminals responsible.

### ***To protect yourself from ransomware, practice these safety tips:***

- *Keep your anti-malware and anti-virus software up-to-date. Make sure your computer stays on and locked when you're not using it so that the latest security updates can be automatically installed.*
- *Backup your files regularly: Use a drive that is separate from your computer such as Microsoft OneDrive, ITNAS, umDrive or similar cloud based services to ensure that you have a second copy of important files. You can also back up your files to a USB drive or portable hard drive.*
- *Practice safe browsing: If a website seems fishy, it's not worth risking your data to visit.*
- *Do not install untrusted software or applications.*

- *Be skeptical of ads that claim you have won prizes, emails that request your login information, and websites that ask you to turn off anti-malware software in order to access them.*

By following these few safety tips, you reduce the chance of being victim to ransomware. With diligence, your system and your data will be safe.

## Phishing

If you've ever received an email attempting to scare you into following a link to confirm your University login credentials, you have likely been the victim of a phishing attack. Phishing attacks are fraudulent emails used to gain access to your accounts by



demanding you reply immediately under threat of closing your account or sending you to a website to get your UUID and password. Some links found in phishing emails even contain malware that will attempt to infect your system. The University keeps careful track of phishing emails, but we require you to stay vigilant in the fight against deception.

Some phishing emails are easy to spot, if you're careful. Phishing emails often contain poor spelling or grammar, scary threats, and vague or inaccurate information about the party they are pretending to be. They could also contain attachments that are infected with malware, even if they look benign. Even if you received an email from a University of Memphis email address, be aware of these warning signs. If you encounter an email that you think may be suspicious, even if you are not sure, there are some simple steps you can perform to ensure that you remain safe.

When you first receive an email that looks suspicious, the first thing you should do is forward it to the email address [abuse@memphis.edu](mailto:abuse@memphis.edu) or call the ITS Service Desk at 901.678.8888 to report it. Never open an attachment or link to a website in an email you were not expecting or cannot confirm is actually an official email from the University. Lastly, if you do access a website or open an attachment that you realize may be fraudulent, immediately let the ITS staff know about it by using the email address and/or phone number listed above.

## Shorten Your Wait!

You asked and we listened! Your courses in eCourseware are now available much earlier. Yep, you read that right! Faculty and students will be able to access their courses shortly after registration or assignment during the semester's enrollment period.

## Course Name Change

In eCourseware, the naming convention now contains the course title, followed by the CRN (Course Registration Number, the year, and the two-digit semester code. (e.g.: 17th-century French Literature - 95986.201780

**IT'S TEMPORARY**

We recognize this current naming convention is an inconvenience. We are working to get the course code and section back in the title of the course. To keep you posted, we've created a website, please check.

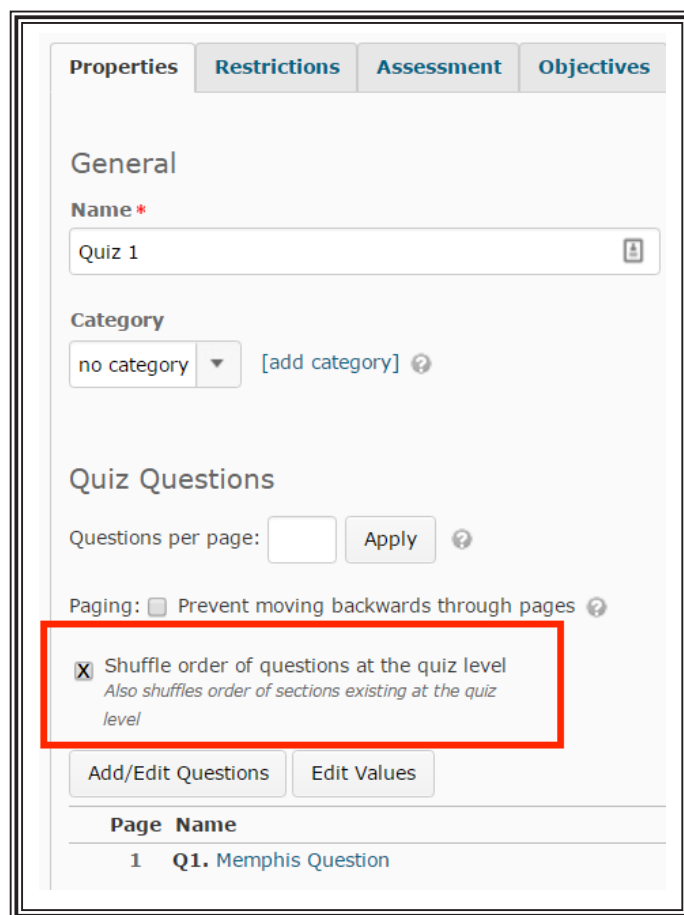
## Available Software

Check out the list of software that is available for installation on University owned computers.

If you would like to request installation of software from this list, please enter a service request and a Local Support Provider will assist you. This list is reviewed before the start of each semester.

## New Quiz Feature

You asked and we listened! A faculty member requested that we ask D2L, the vendor for eCourseware, to provide an option to automatically randomize quiz questions and they have now implemented the feature in the newest software release.



The screenshot shows the 'Quiz Questions' section of the eCourseware interface. The 'Shuffle order of questions at the quiz level' option is checked, and a red box highlights this option. Below it, the text reads: 'Also shuffles order of sections existing at the quiz level'. The interface also shows tabs for 'Properties', 'Restrictions', 'Assessment', and 'Objectives'. The 'General' section includes a 'Name' field with 'Quiz 1' and a 'Category' dropdown set to 'no category'. The 'Quiz Questions' section includes a 'Questions per page' field set to '1' and an 'Apply' button. The 'Paging' section has a checkbox for 'Prevent moving backwards through pages' which is unchecked. At the bottom, there is a table with columns 'Page' and 'Name' showing '1 Q1. Memphis Question'.

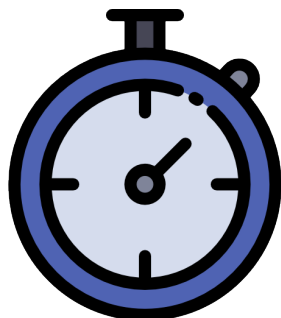
To encourage academic integrity in quizzes, faculty can now shuffle the order of all questions in quizzes or specific groups of questions (sections) in quizzes. For example, a faculty member could shuffle questions 1-10 in a quiz, or shuffle questions 3-10 (grouping those questions into a section) and retain the order of questions 1-2 at the start of the quiz.

When editing a quiz in the Quizzes tool, a new option to Shuffle order of questions at the quiz level displays in the Quiz Questions section. When creating a new section to group specific questions in a quiz, a new option to Shuffle order of questions in this section is visible in the Display Options section.

# A Moment in Technology

The CTL team uses social media to bridge the Student-Technology gap, one moment at a time.

Find us on Facebook and follow the umTech Service Desk Facebook Page for live demos regarding what's new in technology at the UofM! If you miss the live video, don't worry! We have them saved for your viewing convenience!



# Banner Gets an Upgrade

**What is Banner?** - Banner is the university's centralized academic and administrative records system. You use Banner when you access myMemphis to do things like register for a class, access UofM Online, access faculty dashboard, enter your time, complete payroll, or manage equipment work flow.

**Why Upgrade?** - Ellucian, the provider of our Banner software, has announced its plan to end support for Banner 8 on December 31, 2018. As a result, the UofM will upgrade to Banner 9.

**When Will the Upgrade Begin?** - The functional testing is scheduled to begin October 2017 and continue through June 2018. Banner 9 modules will be individually deployed through April 2018 — at which time, Banner 9 is scheduled to be fully functional.

**Will there be Training?** - Yes. Training will occur July 2018 through September 2018. Banner users will have concurrent access to both Banner 8 and 9 beginning October 2018. This gives three months to get comfortable using Banner 9 before Banner 8 sunsets on December 31, 2018.

**Who Will be Leading the Upgrade?** - A steering committee composed of members from Human Resources, Finance, Bursar, Advancement, and Information Technology Services (ITS) will lead the initiative. They will determine the appropriate dates for upgrades and training. ITS will perform the technical deployment of the software in the test and production environments. Each Banner module will have a functional team of experts performing testing activities and preparing training material for Banner 9.

**Will Anything Stay the Same? What will be Different?**

**What Stays the Same?** - Functionality, same forms and form names, field options and field order

**What is Different?** - There are visual enhancements, new features in pages and portlets, additional system error and warning notifications, improved application navigator, mobile friendly responsive design, and multiple record views

## Protect Your Account

Duo Account Security is available to all users on campus. Duo is a two-factor authentication that adds a second layer of security to your on-line accounts. More information on Duo can be found here.

Full documentation for the Duo Account Security service can be found here. For further assistance, please contact the ITS Service Desk at 901.678.8888.

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

Looking for training? The Center for Teaching and Learning offers support and training for many different applications and services. Be sure to check Learning Curve under the Employee tab in myMemphis to register for any of our many training opportunities. We offer a variety of trainings that includes: Accessibility, eCourseware, BlueJeans, Microsoft Products, Qualtrics, Windows 10, umBlogs, and more.

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!



Click here to chat



call (901) 678 - 8888



email: [umtech@memphis.edu](mailto:umtech@memphis.edu)

Walk-Ins Welcome M-F 8am - 7pm  
(Excluding Some Holidays)

Administration Bldg. Room 100