CTL Newsletter
The Center for Teaching and Learning

Campus Network Upgrade

We understand that network access is important to the university population and that access alone only scratches the surface. Quality service requires us to balance broad coverage and security with ease of use and high speed connections. Our upgrades over the summer have focused on providing an improved network experience in all respects.

We wanted our students, faculty, staff, and guests to start the semester with a new, quality experience. So, while many were away for the summer, we worked through the break to upgrade Over 2000 wireless access points in over 88 buildings with new technology that improve speed, reliability, and security while providing room to grow and manage support for emerging technology. Let's take a look at the new networks you'll find at the University of Memphis this fall! See our wireless page for more information.

um
For active students, faculty, and staff. Access with uuid and password.

um-guest
For on-campus guests use. 24-hour Access with a non-uofm email address.

eduroam
For guests visiting the UofM from universities across the country with eduroam accounts. Just log in with your university's email and credentials and connect to our eduroam wireless network.

umdevices
For gaming systems in Residence Life or student housing. Register with a code provided from ResNet. Centennial Place, Room 135

New Ticketing System

Getting help when you need it and reporting IT issues are even easier with the new ticketing system offered by Information Technology Services.

The new TOPdesk-hosted interface is streamlined and easy to use. Finding the ticket that will get the right people working on your issue or request is a simple task with this update. By clicking here you can give the new system a test drive.

For a deeper understanding of TOPdesk, register for training sessions on Learning Curve. Locate the topic "New Helpdesk Ticketing System (TOPdesk) (Beginner)". Visit Learning curve website to register.

Are You Ready for Banner 9?

A major upgrade to Banner is in the works. In September 2018, INB will be fully replaced with the new Banner Admin Pages. Click here for more details. The new version will provide an updated user interface, an improved experience on mobile devices, and other new features. Testing is in process, and module-based training opportunities have begun.

Our Faculty Asked— we listened!

Take Attendance with iClicker REEF!

Our faculty have been asking for a more engaging way to take attendance in their classes. iClicker REEF has delivered a solution. The company already provides clicker technology used in many courses, and is now offering a new, free feature for faculty and students.

Faculty who want to use REEF for only attendance may do so for free; without any cost to students. Faculty and students will still be required to create iClicker REEF accounts, but no subscription will be necessary. Students will need to download the iClicker REEF app on their mobile devices from the Google Play Store or the Apple App Store.

The use of any other tools offered by REEF, such as polling or quizzing, will still cost the normal fee for students.

For more information about how to get started with REEF, please view the iClicker web page.

Increase Your Account Security at UofM

Have you tried Duo Account Security or two-factor authentication? It adds a second layer of security to your UofM accounts. Duo verifies your identity using a second factor that prevents attackers from accessing your account, even if they know your password. Your phone or mobile device can be used to complete the second authentication.

Duo is available to all faculty, staff, and students. Just log in to Duo and click Duo Account Security.

More information regarding Duo can be found here.

For assistance, please contact the Service Desk at 901.678.8888.

Meet your ITS Trainers!

The Center for Teaching and Learning provides face-to-face, on-line, and on-campus technical support for the faculty, staff, and students at the UofM.

Each member of the CTL team—Zelphia Brown, Hugh Busby, Derek Hardaway, Natalie Johnson, and Aaron Smith—is always ready to help you.

Contact them by emailing itstrainers@memphis.edu or visit the website

Available Software

Check out the list of software available for installation on University owned computers. To request software from this list, please enter a ticket via umtech help-desk A Local Support Provider will assist you.
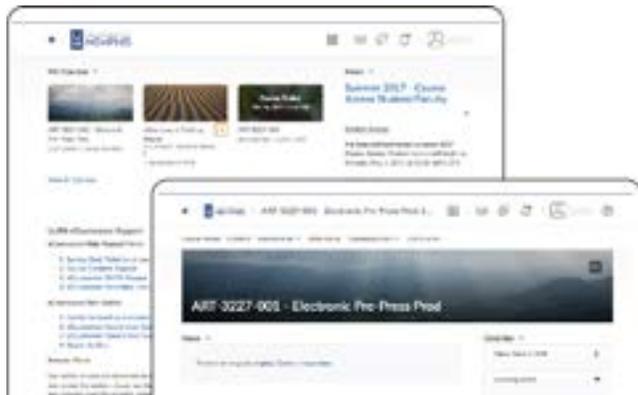
The eCourseware Buzz

Daylight

Have you logged into eCourseware lately? There is a new look and feel! The Daylight experience is clean, easy to use, and built with a responsive design that adapts to all devices—desktop, tablet, or mobile device.

- Core functionality has new visual features

- Simplified navigation with responsive design

- Wider page layout for content

- New fonts, icons, colors

- Responsive homepage

- New 'My Courses' widget features rich photography

Upcoming training sessions are available throughout the semester. You can also visit the Daylight web page for documentation. Visit the Center for Teaching & Learning website for further information.

Video Anyone?

We are excited to offer a new series of videos highlighting the new look and feel of the mobile-friendly Daylight Experience in eCourseware. These videos focus on navigating eCourseware and demonstrating the most commonly used tools and features in eCourseware used by students and faculty. Student topics include: Navigating Course Content, Submitting an assignment to the Dropbox, Submitting a Quiz, Viewing Grades, Posting/Replying to the Discussion Board, and Sending/Receiving Email. Faculty topics include: Creating Course Content, Creating a Dropbox Assignment, Creating a Quiz, Gradebook Set-up, and Creating Discussion Board Assignments.

These brief, informative video tutorials are for faculty and students. They are easy to digest and can be quickly referenced. So, check them out.

Visit our page containg both links to both Student and Faculty videos.

Are you a Department Aide?

If you answered 'Yes,' we have a Department Aide (DA) Coordinator who advises on how to serve in this eCourseware administrative role. The DA performs requests such as service department courses, manages department special enrollments, troubleshoots course issues for specific users, and locates help resources.

We invite you to contact us at itstrainers@memphis.edu or call 678.8888 with your questions, concerns, We look forward to partnering with each of you.

Change in Service Desk Hours

The Service Desk Call Center has new hours. The ITS Service Desk is available from 8:00am – 12:00am, seven days a week (excluding most holidays). Call the Service Desk for assistance with login problems or other technical issues. Calls received after hours will be handled by our automated voice mail service. If you require assistance after 12:00am, please leave a message or submit a service request.

Messages will be checked daily and receive priority response the following business day.

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 or visit learning curve to register for any of our many training opportunities. We offer a variety of trainings that include: Accessibility, eCourseware, BlueJeans, Microsoft Products, Qualtrics, Windows 10, umBlogs, and much 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.

The Teaching and Learning Technologies Advisory Committee (TLAC) advises the CIO and the Provost on technologies and issues related to teaching and learning. To view the notes see our TLAC web page.

OneDrive
Online File Storage

OneDrive provides a solution for sharing documents with others while working on research, class projects, or collaboration.

To access OneDrive

Web Way:
Visit the UofM Office 365 Web-mail site (authenticate using your UUID and password). Look for the App Launcher (9 tiles in a square) at the upper left screen (near "Office 365" logo). Select OneDrive and let the collaboration begin!

Desktop Way:
Your system has been configured with the One Drive Client. Now using One Drive is as easy as saving files in the folder designated on your computer by your LSP. Backing up your files has never been this easier!

Want the Directions?
Please click here for details

Want Training?
Click here for more information

Have Questions? Ask us!

📞 call (901) 678 - 8888

✉ email: umtech@memphis.edu

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

Administration Bldg. Room 100

The University of Memphis is an Equal Opportunity/Affirmative Action University.

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