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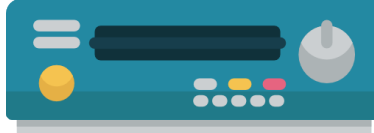
THE UNIVERSITY OF MEMPHIS®
Information Technology Services

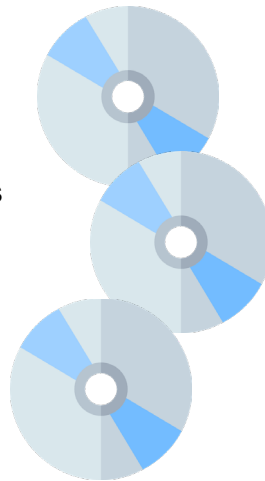## IN THIS ISSUE: UPDATES AND CHANGES

GOING, GOING, GONE

VCRs

It may surprise some of you that a few VCRs and DVD/VHS combo machines have been used in the classroom as recently as last year. Unfortunately, all technology eventually finds itself being given the long goodbye, and these machines have come to the end of their life cycle. VCRs and DVD/VHS combo machines are no longer supported, and we are no longer able to replace them. They are also incompatible with current audio/video technology. We must bid farewell to these legacy devices, as they will no longer be available for use in University smart classrooms.

DVD Drives

DVD drives, the slot on the side of your classroom computers where you can slide in a CD or DVD, have found themselves in the same boat as VCRs. Starting this summer, upgraded classrooms will have an all-in-one PC that does not come with a DVD/CD drive. If you need a DVD/CD drive for your classroom, external drives will be available upon request.

SECURITY CHECKUP

Check your security questions

If you have ever forgotten your password and gone to reset it, you probably encountered a set of security questions that you chose long before you last changed your password. It doesn't have to be that way, though. Security questions are the way you can reset your password without having to do it through the ITS Service Desk, which requires you to provide multiple forms of identification. To make security questions useful, make sure they are up to date.

The first two security questions will be selected from a list. It's important to pick a question to which you will be sure to remember the answer. Make sure the answer is information you will always be able to recall. If you have to go and look up the answer to the question to set up your questions, you probably should pick something else.

The third security question is one you can design yourself. Make sure it is something that you will be able to remember but is also difficult to guess. For example, you wouldn't want to use a question like "What is the name of my current street?" others can do a search and find that information. Instead, try something like "What was my favorite TV show as a child?"

Be sure to keep your answers up to date by checking your security questions just as often as you change your password.
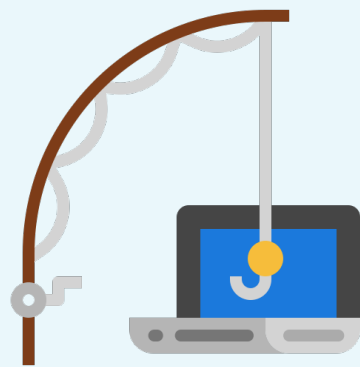
TLAC Request Form

Do you need a new tool or idea integrated into eCourseware? Do you want to propose that new software or technology be adopted to enhance teaching and learning. If you said yes to either of these questions, then fill out the Teaching and Learning Advisory Committee (TLAC) Technology Form. The form requires information, such as a description and estimate of costs. Once it is submitted, the Center for Teaching and Learning can present the idea to TLAC for further review. If agreed, we can schedule testing the new technology, This process can take four to six months.

Submissions to the TLAC Technology form will be presented to the TLAC committee every fourth Tuesday of the month, during the academic year. The form can be located under the Teaching & Learning Advisory Committee webpage for more details.

A PHISHING RODEO

Phishing is the deceitful act of tricking an individual into giving up sensitive information so the hacker can use it to conduct fraudulent activities. Phishing can happen by phone or text but most often happens by email.

Never reply to an unsolicited email that asks for personal information. Email is not a secure means of transmitting information; the University will never request personal information such as your SSN, UUID, password, birthdate, or any account numbers via email. Furthermore, reputable institutions like your bank or credit card issuer also would not request this type of information by email either.

Never click on any links within an unsolicited email. Links within a phishing email often lead to malicious internet sites. For example, a phishing email may say "Click here to update your account information" and then lead to a phony website that captures your personal information. Always visit a website by directly typing in the URL and not using a link in an email.

Take a few seconds to ask: Am I expecting an email from this person? Is the sender's email address what I'm expecting? Would this person send me an attachment of this type? Does the "voice" of the email fit the sender?

If in doubt, before clicking on the link, call the sender to verify or if you're sure it's phony, just delete it. For more information on safe computing please visit our securitypage for more information.

INTERNET EXPLORER NOT COMPATIBLE WITH eCOURSEWARE

It's official! No versions of Internet Explorer are currently supported by eCourseware. Internet Explorer is an older internet browser that is no longer being supported or updated by Microsoft. Microsoft has even stated that the most recent version of Internet Explorer, IE 11, should only be used for compatibility and not as a main browser. When accessing eCourseware, CTL recommends using the Chrome or Firefox browsers. Those who attempt to access eCourseware with Internet Explorer will be taken to a landing page informing them of the incompatibility with links to other compatible browsers.

MICROSOFT OFFICE UPDATES

Every month, Office 365 releases updates to the Office Suite (Word, PowerPoint, Excel, etc.). Even though most are background improvements, we still want to be sure you know about the few that you might see on a PC, Mac, iOS, or Android.

For Android users, you can silence email and event notifications in the Outlook app by turning on the **Do Not Disturb** feature. This can be activated in the app by opening the left navigation pane and clicking the bell icon.

For Windows and Mac desktop users, you can make GIFs (Graphics Interchange Format) in PowerPoint, by inserting media, animations or text to a slide and saving as a GIF.

For iOS users using the Outlook app, email and documents that are relevant to your scheduled meetings will show up in the Meeting Insights section.

Email Protection Initiatives

TIP

ITS will enable website (URL Filtering) and email link protection (URL Rewrite) during the week of March 9-13, 2020.

Visit our email protection page for details.
If you have questions, contact the ITS Service Desk, 901.678.8888

eCOURSEWARE BUZZ

The eCourseware bees are back to brighten this rainy season with even more updates and improvements to eCourseware.

COURSE COPY VALIDATION

Copying your course just takes a few steps, but it can be a headache when you accidentally copy a course twice. There is no undo button for copying a course, but eCourseware has just added the next best thing. When you attempt to copy the same course for a second time, you will be presented with a dialog box that will remind you that you have previously copied it and will ask if you are certain you want to proceed. This will prevent unnecessary duplication of content for your courses.

OPT-IN TO QUIZ BUILDER

A new option has become available, the Quiz Builder. The Quiz Builder is a sleek redesign to the old method of adding questions to a quiz. You can access the Quiz Builder when creating or editing a quiz by selecting Add and Edit Questions on the Properties tab.

FINDING MISSING COURSES

Have you ever had trouble finding your current classes in eCourseware? Most of the time, those classes are there, but you might not know where to find them. Thankfully, finding your courses in eCourseware is as easy as 1, 2, 3!

1. Find the My Courses widget in the middle of the eCourseware home screen.

2. Just below the words My Courses, you should see the list of semesters. Navigate left or right until you find the current semester, select that semester.

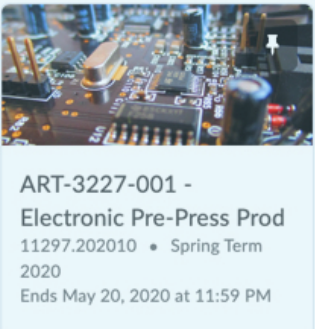3. You should see all of your current semester courses appear in the window.

MANAGE DATES

The Manage Dates tool in eCourseware can be used to change dates in your course(s) quickly. You can control the due dates, start dates, end dates, and the calendar visibility of any content or assignment with the Manage Dates tool. The tool can be used to add or change individual dates, add or change multiple dates at once, remove individual dates, offset existing dates by a number of hours or days, or modify the calendar visibility of some assignments.

Quite often, you copy your course content from a prior semester's course to the current semester's course. When the course copy is completed, all dates associated with the copied content is also transferred into the current course. Instead of manually going into each assignment or content module and modifying the dates to align with the current semester, you can use the Manage Dates tool as a quick and effective tool to accomplish the same task.

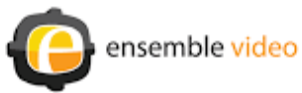The Manage Dates tool is located on the **Edit Course** page in eCourseware.
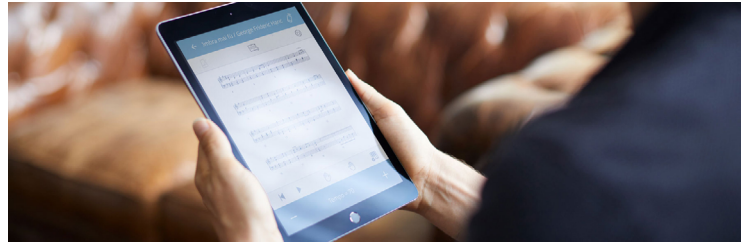
ENSEMBLE VIDEO MOBILE APP

Ensemble Video has just released a new app for you to record, manage, and publish video content from an iPhone or iPad. This new app is not only useful for faculty members' video content, but it also is available for students to record and submit video assignments.

To download the app, go to the App Store and search for Ensemble Video. Once the app is downloaded to your device, do the following to log in:

1.) Enter the UofM Ensemble Video Login.

2.) Enter in your UUID and password and click Login.
For more information on how to use the Ensemble Video Mobile app, visit our website.

UMAPPS VIRTUAL LAB

If you have ever had an assignment in your course that required your students to use an application in umApps, like SPSS, you may have experienced how befuddled they can be about loading that assignment into the application. We have devised an easier way for your students to access the applications and complete their assignments, the Virtual Lab.

The Virtual Lab is a lot like accessing another computer remotely. Simply by going to the umApps website, selecting Desktops on the top of the screen, and then selecting Virtual Lab, students will be able to use a virtual computer that acts just like a real one. From inside the Virtual Lab, students can navigate to your course in a browser, download their assignment, and open it directly, since all of the software they'll need is already installed in their virtual space. What's more, they will be able to leave the Virtual Lab and come back - since their files will be stored for the entire semester. So, if you're going to require your students to use umApps, suggest the Virtual Lab as the easy way to get things done.

LinkedIn Learning is now offered to all UofM faculty, staff, and students. LinkedIn Learning offers professionally developed courses to boost your knowledge or enhance the classroom learning environment. Not only can this service be a useful addition to the classroom, it can also be a professional development tool. It is available with unlimited access to courses on Excel, SQL, AutoCAD and much more. Web-based learning is available to access any time, anywhere with expert-lead courses that can boost learning. Check out LinkedIn Learning at its portlet in the UofM Online page in myMemphis.

PEEK AT TLAC AGENDA: FEBRUARY 2020

- Single Sign On for Office 365
- VCR/DVD Combo Update
- Contract Renewal/Updates
- Best Practices in Technology

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