

CENTER FOR TEACHING AND LEARNING NEWSLETTER



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OCTOBER SPOTLIGHT: OCTOBER IS FOR OPTIONS WEB CONFERENCE OPS

Web Conference Options

Over the years, scheduling a web conference meeting has become a normal, necessary way to connect with people. There are many options to choose from as a member of the University. Here are a few web conference solutions we offer to help connect you with a student, colleague, or anyone else:

Virtual Classroom

Virtual Classroom allows you to virtually collaborate in eCourseware. Instructors can schedule a synchronous meeting with individual or multiple students in their course, as well as invite outside participants to join the session. This tool is great for virtual office hours, live class discussions, and more. You can select virtual meetings to be automatically recorded and embedded directly into a course alongside other learning materials.

Skype for Business

Skype for Business is a part of our Office 365 subscription and available to all faculty, student, and staff members. Skype for Business' user-friendly desktop and mobile app allows you to do everything from instant messaging to meeting virtually with anyone within the University. If Skype for Business is not already on your office or University provided computer, you can contact your LSP to have it installed.

BlueJeans

BlueJeans has been used through different departments for research, student recruitment, and other projects. However, the system is only available for full-time faculty and staff members, and we currently have a total of 500 licenses. BlueJeans can record video that can be downloaded or shared with others. The BlueJeans meeting experience connects you anywhere with any device (Mac, PC, IOS, and Android).

For more information on the differences and similarities among these options, [visit our Web Conference Information page](#).

umBLOG FOR PERSONAL SITES

umBlog is a service provided by the University that offers a space for users to post documents like a curriculum vitae or syllabus, share experiences, reflect on activities, and publish creative works. For personal websites, umBlog is a great alternative to umDrive, which will be decommissioned December 31, 2019.

Here are a few features available for umBlog:

- Student & Class Management – Give your students and classes access to your site
- Mobile Friendly – Free mobile app to write posts on the go
- Unlimited Storage space – Upload images, video, audio, and files
- Plugins & Advanced Features – Plug-ins for social media, forms, fonts, and tables

[To learn more about umBlog, visit our page for training and documentation.](#)

IT RESOURCES FOR EMERITUS FACULTY

Once a faculty member has been granted the role of Emeritus in Banner, they will have access to a virtual University of Memphis desktop, a remote connection to a computer desktop that appears in a window on your screen. This desktop will allow direct access to University software and on campus technical resources. It will be accessible [by visiting umapps.memphis.edu](http://by.visiting.umapps.memphis.edu) and following the prompts to install the Citrix Receiver on a personal computer. University licensed applications are preloaded on this desktop, including: Microsoft Office Suite, Adobe Creative Suite, and more.



This desktop is available to all emeritus faculty. If you have questions regarding access or do not see the Emeritus desktop icon, feel free to contact the Service Desk at 901.678.8888 or by emailing umtech@memphis.edu.

CENTER FOR INCLUSIVE DESIGN & INNOVATION

In an effort to assist faculty in finding and creating accessible educational materials, we have partnered with Center for Inclusive Design & Innovation (CIDI), formerly known as AMAC. This service operates through Disability Resources for Students (DRS). Our partnership with CIDI provides textbooks in a format that best meets a student's needs, including e-text, audiobook, or braille. Faculty looking to provide any of the services below to their students can submit a request through DRS at 901.678.2880 or drs@memphis.edu.

	Educational Memberships		CGN
	Basic	Deluxe	
Annual Fee	\$0	\$1500	\$0
Billing	Fee-for-service	Fee-for-service	Fee-for-service
Software	×	✓	×
Student Center	×	✓	×
Training	×	✓	×
Technical Support	×	✓	×
E-Text Library Discount	30%	30%	30%
SAM Discount	×	25%	×
Braille Discount	×	10%	×
Braille Exam Discount	×	Free	×
Captioned Media Discount	×	10%	×

umAPPS – QUESTIONS AND ANSWERS



Staying organized and remaining productive are keys to enjoying a successful semester. The software found in umApps can help faculty and students alike complete projects and tasks. On occasion, some may find it confusing to use umApps effectively. Have your students shared these difficult experiences with you? Here are some common questions and answers that we have run across.

Q: How do I download applications through umApps?

A: You don't actually download applications. Instead, you remotely access the applications over the internet either through your browser window or the Citrix Receiver found on the umApps website. This means you will need an internet connection to use umApps.

Q: How do I find the files on my computer when using a umApps application?

A: The easiest way is to set up a connection between OneDrive and umApps using Kumo. [The process of setting up this connection with Kumo can be found on page 9 of our umApps Getting Started documentation.](#)

Q: How do I print from a umApps application?

A: You can't print directly from a umApps application. You can save the file in a printable format, such as a PDF, and print the file through iPrint.

eCOURSEWARE AWARDS



Have you ever wanted to give a special accolade to your students for completing a milestone or assignment? Now, you can with the eCourseware Awards tool. This tool provides an option to issue badges and certificates manually or through release conditions to help recognize the achievements of your students.

To use the Awards tool in eCourseware, contact us at umtech@memphis.edu, and we will help you get started promoting student success through badges and certificates in eCourseware.

eCOURSEWARE BUZZ

It may be cooling down outside, but the eCourseware bees are still busy working. Here are a few of the updates they have brought to us this month.

Dropbox – New Student Dropbox Page

The student view of the Dropbox tool has been updated to offer more clear information. Students will now see separate columns for the completion status, score, and feedback status. With this new update, students will have a single stop to see if they have submitted their assignment, the assignment has been graded, and feedback has been left to read. The change to the Student Dropbox tool page has been designed to reduce uncertainty and provide better, more clear information.

eCourseware Email – Insert Stuff Removed from Email

With the latest update, eCourseware has removed the Insert Stuff button from the email composition screen. This change was made due to issues occurring when certain types of files were sent from eCourseware email accounts using the Insert Stuff tool. You can still use the Insert Image button found on the email toolbar to add images to your emails, but other options to attach files to your eCourseware emails have been removed.

When Will My Course Be Available?

Spring Courses: On The Way!

Spring 2020 courses are scheduled to be released in eCourseware on November 28, 2019, Thanksgiving Day! If you plan to copy content from a previous semester or start fresh, there are a few tasks you will want to keep in mind when setting up your course:

- Set up the gradebook
- Update assignment dates and deadlines
- Remove unused content, assignments, and grade items

Please Note: You will only see the course in eCourseware after it has been released on Thanksgiving Day and you have been assigned to the course in Banner as faculty of record.

TURNITIN AFTER COURSE ENDING



Turnitin's integration with eCourseware makes it simple to produce originality reports and grammar checks for student assignments. While this tool has become indispensable to faculty, it works only in an active course.

After the course closes, the Turnitin tool will no longer accept new assignments from students, even if they are giving continued access through an incomplete grade.

That said, there is a way to use this tool after the last day that the course is available in eCourseware. You, as the faculty member, can continue to use [Turnitin.com](https://turnitin.com) after a course ends by following these steps:

1. Go to [Turnitin.com](https://turnitin.com).
2. Click on the **Login** link.

3. Click on the **Forgot our password? Click here** link.
4. Enter your University of Memphis **email address**.
5. Enter your **last name or family name**.
6. Click **next**.
7. An email will be sent to you with a link to reset your password.
8. Click the reset link. You will be directed to a password reset page.
9. Click the link and follow the prompts to reset your password.
10. Once successfully logged in, submit the assignment(s) as required.



eCourseware
Templates

TIP

Using eCourseware Accessible Templates

Accessible templates are available in the eCourseware Content tool. Choosing to use one of these templates can make providing accessible materials for your students easier. These user-friendly templates allow you to plug your information into the spaces provided. For more information on how to use accessible eCourseware templates, send us an email at umtech@memphis.edu.

JAVA, HOT OR ICED?



You may have never heard of Java before reading this newsletter, and no one would blame you. Java generally runs in the background, unseen and unheard for most of us. Recently, Oracle, the company that owns Java, has released a new licensing structure for their Java SE platform that has restrictions. If you are prompted to install Java SE on your computer, take a sip of java instead and contact your technical representative for additional assistance. Call the Service Desk at 901.678.8888 and request a consultation with your LSP.

To learn more about the new Java SE licensing structure, [visit the Oracle Java SE licensing FAQ page.](#)

SCAM BLOCKING TELEPHONE APPS

Scam blocking apps automatically block fraud and unwanted calls. They can warn you of suspected spam calls on your incoming call screen and allow you to decide whether to answer calls that come from a suspected spam source.

In some cases, welcomed toll-free numbers, such as DUO, are mistakenly identified as spam and blocked. If this happens, add DUO's toll-free number to your address book and this will likely unblock it. Also, you can try viewing your list of blocked calls, and remove DUO's telephone number (888.275.2085) from the list. If you are still unable to receive a call from DUO, use another authentication method such **Send Me a Push** or **Mobile Passcode**.

OFFICE 365 UPDATES

Every month Office 365 pushes out updates to the Office Suite (Word, PowerPoint, Excel, etc.). Even though some are background improvements, we still would like to highlight a few that you may notice: PC, Mac, iOS and Android.

Highlights:

Microsoft has added a search to the Insert Icons button. The new search will allow you to locate any specific icon you are looking for to add to your document, workbook, or email. This feature is available in Microsoft Word, Outlook, PowerPoint, and Excel.

In Microsoft Word for Mac and iOS, you can now choose from two new eraser sizes (small or medium) when using the drawing tool. Tap the down arrow on the Eraser button to pick the eraser that you want.

In Outlook for Android, there is a new layout for larger screens. This layout includes the three-pane view familiar in the desktop version of Outlook for reading and flexibility!



THIS WEEK – TRAINING SCHEDULE DID YOU KNOW?

Each Monday in the This Week email there is a list of courses with a convenient link to sign up for them in Learning Curve. Training available to all faculty and staff is offered by CTL. See something you are interested in? [Sign up at learningcurve.memphis.edu!](http://learningcurve.memphis.edu/)

PEEK AT TLAC AGENDA: OCTOBER 2019

- umDrive Decommission
- D2L Roadmap
- Video Conferencing Options
- ProctorU



Information
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For more information or to inquire about technical reports,

Contact umtech@memphis.edu | memphis.edu/umtech