

CENTER FOR TEACHING AND LEARNING NEWSLETTER



Volume 6 Issue 5, September 2019

SEPTEMBER SPOTLIGHT: WHAT WE DID ON SUMMER VACATION

WATCH THE SUN SET ON **umDrive**

umDrive service has been a place to store information, organize files, and support courses since 1998. We received notification from the vendor that on December 31, 2019, we will say goodbye to umDrive as we decommission it. But, we wouldn't leave you without an alternative.

We encourage all faculty, staff, and students to begin moving their files to the University's OneDrive service, a powerful storage and collaboration platform created by Microsoft. With OneDrive, you can share documents and other files with colleagues both within and outside of the University. OneDrive offers everyone 5TB (terabytes) of available storage space. Syncing your files to your OneDrive provides a secure and safe backup that can be accessed online.

While OneDrive is a comprehensive online service, additional services may be a better fit for your storage needs. Visit our website detailing those services and the corresponding solutions for which they are typically used.

If you have any questions, [please submit a ticket](#) or contact the Service Desk at 901.678.8888. Local Support Providers are available to help faculty and staff directly with any migration questions or needs.

LOOK WHO GOT A MAKEOVER

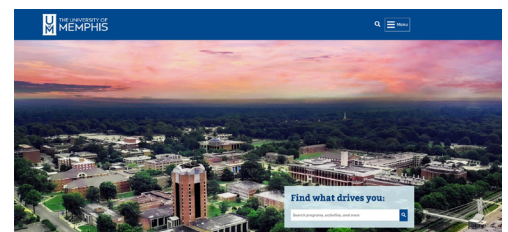
To enhance the browsing experience for faculty, staff, and students, our Division of Marketing & Communication has developed a new UofM website design that is both user-friendly and includes a refreshed color scheme and navigation. The new "hamburger menu" in the upper right-hand corner, once clicked, will offer a selection of categories. Simply select a category to expand navigation and view key pages. The new design has a larger search box that will feature up to five links for visitors based on the keywords entered. It provides easier access to explore a list of minors, majors, and concentrations for both graduate and undergraduate students.

Departmental pages, [like our own umTech page](#), contain a smaller header which provides more room for navigation and allow visitors to find information faster. A larger slide show on the home page creates a more open feel and the call-outs promote action. You can find solutions and answers to most of your technical questions on our Solutions page.

GOT A LITTLE L&L

A key principle to achieving academic success is remaining up to date with the latest innovations in learning technology. Unlimited access to LinkedIn Learning is now available for all UofM faculty, staff and students. LinkedIn Learning provides access to over 13,000 videos and resources to promote lifetime learning and professional development. The service can also complement instruction on general topics from a course.

LinkedIn Learning has many benefits for learners of all skill levels. New courses are provided every week, and videos are accessible with closed captioning. Find LinkedIn Learning at linkedin.com/learning. Encourage your students to take advantage of this valuable resource.





OUR SUMMER SPENDING

We are committed to being responsible stewards at the University of Memphis. Over the summer, we made the following contracts and renewals:

BlueJeans

BlueJeans has been renewed for 12 months at \$99,000 for 500 licenses. Since last year, we have increased the number of licenses from 320 to 500.

Respondus 4.0 and Studymate

Respondus 4.0 and Studymate have been renewed for an additional year at \$10,435.


Qualtrics: File Upload

The File Upload feature for Qualtrics was purchased for \$5,000.

Ensemble

Ensemble Video, a service that can be used to store and embed videos in eCourseware, has been renewed for another fiscal year at \$15,000.

CONCIERGE SERVICES



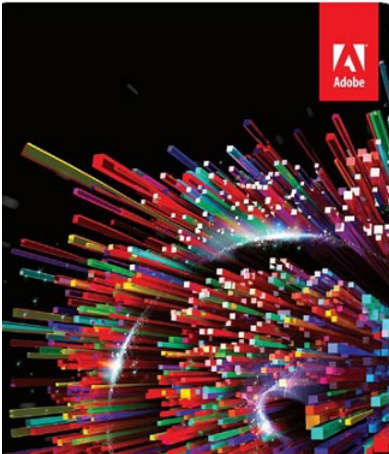
You Asked. We Delivered!
Qualtrics: File Upload Feature, has been Added!

We are happy to announce the **File upload question type** is now available in Qualtrics (umSurvey). **File Upload** allows respondents the ability to upload a file with their survey responses in Qualtrics. Files in the format of PDF, document (DOC, DOCX, TXT, ODT), spreadsheet (CSV, XLS, XLSX, ODS), or graphic (JPG, PNG, GIF) are acceptable, and respondents can upload up to 100MB. In compliance with the [University's Campus Data Security Policy \(IT6007\)](#), data collected from respondents must be protected. Please review the "[Guidelines for Storage of University Electronic Data](#)" located here before using this great new feature.

ALL-ACCESS PASS

We know that you want to use the latest software available, especially when it comes to industry standards like the Adobe Creative Cloud suite of products. The 2019 edition of the Adobe CC software suite, including Photoshop, Illustrator, and InDesign, is now available online through umApps. To access this software, go to umapps.memphis.edu, sign-in, and start using any of these great tools.

All members of the University of Memphis community, including faculty, staff, and students, have access to this essential software for use in and out of class.



ECOURSEWARE BUZZ

The beginning of the semester is always a busy time for faculty. Over the summer, eCourseware bees have been adding updates to make your lives just a little bit easier.

Discussions – Save Feedback as Draft

The feedback process in the Discussion tool now has the **Save as Draft** option. This update makes the Discussion feedback tool operate similarly to other tools in eCourseware.

Quizzes – Full screen quiz evaluation

When grading quizzes, especially ones with long-form, written response answers, the navigation bar at the top of the page can minimize the amount of screen real estate you use. To make grading easier, the quiz attempt will fill the entire browser window, allowing you to scroll less and finish grading that much faster.

Dropbox – Organizing Categories

The improved **Edit Categories** option within the Dropbox tool allows you to create, manage and delete dropbox categories. This provides a more straightforward method to organize your dropbox folders so students can stay on track with their assignments.



MIX & MINGLE



When Publisher Resources Meet eCourseware

Publishers create large quantities of digital resources such as e-books, videos, and assessments that faculty can use to create a robust learning environment for students. It is only natural for faculty to want to manage and synchronize these products with eCourseware through integration. Integration allows an external service or its data to be available through eCourseware. While the outcomes of integration can increase and enhance student learning, there are numerous considerations beyond compatibility and cost that must be fully explored before a successful integration can occur.

The integration process usually begins with a request from an instructor that is brought before our Teaching and Learning Advisory Committee. After it has been approved, it typically follows the path of information gathering, testing, and approval from academic departments and stakeholders.

A LITTLE SELF-IMPROVEMENT

Ensemble Video's New Features

Our media platform, Ensemble Video, received an update during the summer break. Some of the new features in Ensemble Video that may streamline your coursework with media and audio projects this semester are:

Dropbox Improvements: Ensemble Video Dropbox has new and enhanced functionality. Faculty can set up a dropbox for student's projects. Media files can include MPG, MOV, MP3 and SWF files.

Interactive Transcript Language Link/Unlink: Ensemble Video expanded its Interactive Transcript viewing interface and now enables linking and unlinking of the Interactive Transcript and Closed Caption.

Notifications: The new version supports web notifications. Web notifications are displayed in the top right, and a red bubble will appear with the number of new notifications you've received upon login.

umApps
TIP

[Find out more about umApps and how to link your OneDrive using Kumo.](#)



TIME TO UNPACK YOUR BROWSER

We've all had it happen. You come back to a website you were using just a few hours, days or even weeks ago. Back then, you had no problems, but, this time, you get a new screen: "Session Expired." You refresh the page, close and open the browser and, finally, call for support. After you've explained your problem, they ask one of those questions that they always ask, "Have you cleared your cache?"

This question can be irritating. You've never had to do anything special to use this website before. Why would they automatically assume the

issue is on your end? The truth is, there are lots of reasons you could have an issue with any given website. When the support team asks you to clear your cache, they aren't assuming that the problem lies on your end. Instead, they are trying to take your machine back to square one, before you had any issues. This gives your support team a blank canvas on which to try different solutions. Sometimes wiping the slate clean is all that is needed to get you back working. In any case, it's always a good place to start.

So, how do you clear your cache? It's a similar process on our two recommended browsers, Chrome and Firefox.

In Chrome, hold down the keys **CTRL**, **Shift**, and **Delete**. Make sure the **Time Range** drop down menu is set to **All Time** and that the checkbox next to **Cached images and files** is checked. Then select **Clear Data**.

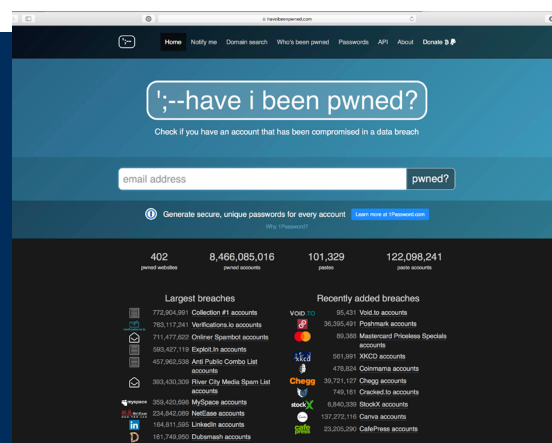
In Firefox, hold down the keys **CTRL**, **Shift**, and **Delete**. Make sure the **Time Range** to clear dropdown menu is set to **Everything** and that the checkbox next to **Cache** is checked. Then, select **Clear Now**.

CHECK YOUR ONLINE PRESENCE

Knowing what others can find out about you with a few clicks is part of good identity management. Here are three helpful tips that you can use to find out what is online about you:

- First, search yourself online. See what information is publicly available about you and your family by using Google, Yahoo, Bing or any other search engine. Check children, elderly parents or other family members who may not know how to search.
- Also, check your email addresses to see if they have been part of any data breaches. The website haveibeenpwned.com/ allows you to check any email address to see if that account has been part of a data breach. If so, it tells you in what breach they found that email address. If, when researching, you find your email address is part of a breach that has happened since you last reset your password, **CHANGE YOUR PASSWORD** on that account.
- Finally, never use memphis.edu email addresses for non-UofM accounts, such as personal apps or website subscriptions.

For questions about using these tools, contact IT Security at itsec@memphis.edu. Stay safe!



PEEK AT TLAC AGENDA: SEPTEMBER 2019

- Welcome to the TLAC Committee
- Request for Committee Chair
- Contract Renewal/Updates
- About the LMS
- Best Practices in Technology



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For more information or to inquire about technical reports,

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