

CTL Newsletter

The Center for Teaching and Learning



What's New in eCourseware

We are excited to announce the new redesign of our Learning Management System, also known as eCourseware or D2L. Based on the feedback received from our faculty, staff and students this new design, aside from being aesthetically pleasing, delivers a fresh experience to online courses.

In addition to the new look, the system was upgraded to version 10.5.5. This upgrade includes new tools in the Content, Dropbox, and Quizzes area of your course. To learn more about these new features, just contact the Center for Teaching and Learning or visit our website. <http://www.memphis.edu/umtech/teaching/ecwfaculty.php>

New Content Tool Features

Content Creating Video Topics

Instructors can now create video topics directly using the content tool.

Closed Caption for Video Topics

To address accessible learning practices,

Instructors can now attach subtitle (SRT) files to video topics. (To learn more about (SRT) files contact the Center for Teaching and Learning.)

Content - Overdue assignments list added to Course Schedule view

Students can view an actionable list of overdue assignments in the new Overdue tab in the Course Schedule view of the Content tool.

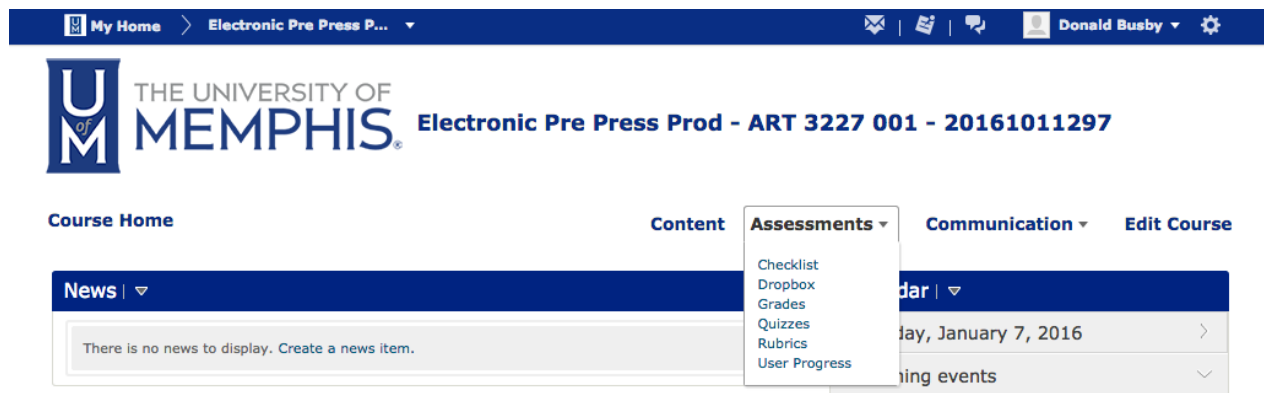
New Dropbox Tool Feature

Dropbox - Track deleted submissions

The File Submissions area of the Dropbox now has a log that can be filtered to determine if, and when, a student submitted a file. If a submission was accidentally deleted, it can be restored from the submission log.

Updated Quizzes Tool

Quizzes - Quizzes reports Question Statistics and Question Details reports offer the option to include three new statistics (standard deviation, discrimination index, and point biserial correlation). The User Statistics report can include standard deviation along with the class average.



The screenshot shows the eCourseware interface. At the top, there is a navigation bar with "My Home" and "Electronic Pre Press P...". Below this is the University of Memphis logo and the course title "Electronic Pre Press Prod - ART 3227 001 - 20161011297". The main content area has a header with "Course Home", "Content", "Assessments", "Communication", and "Edit Course". The "Assessments" menu is open, showing options like "Checklist", "Dropbox", "Grades", "Quizzes", "Rubrics", and "User Progress". Below the header, there is a "News" section with a message: "There is no news to display. Create a news item."

UofM Community Updates

AskTom

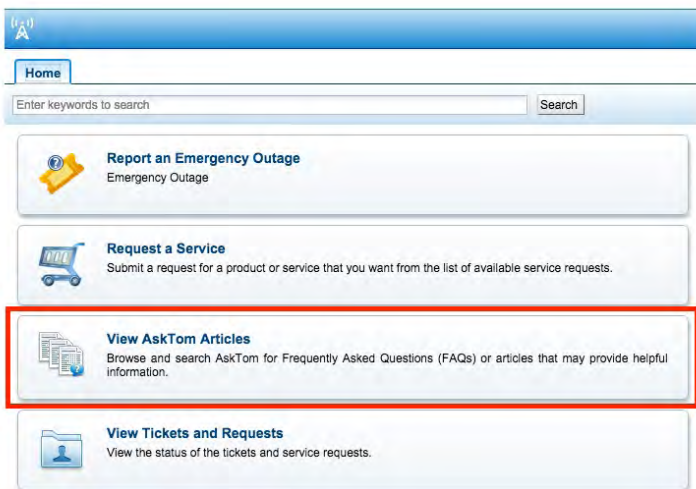


Information Technology Services is improving the quality of customer service with an enhanced version AskTom. AskTom is our searchable database of questions about all aspects of the University of Memphis. AskTom Chat allows you to chat live with a member of our helpdesk support team. AskTom is now housed within the umhelpdesk ticketing system.

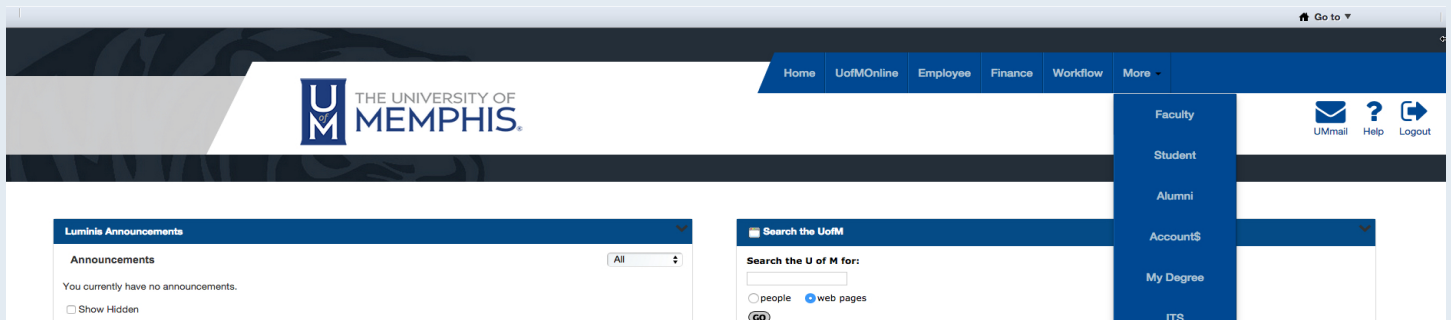
You are able to access AskTom and AskTom Chat by logging into the umhelpdesk ticketing system at umhelpdesk.memphis.edu. To access articles (answers to our built in database of questions), click on the tile titled "View AskTom Articles". You can also use the chat feature to find answers to your questions by selecting the AskTom Chat button. Chat live with a member of our support team Monday - Friday from 8:00 am - 7:00 pm CDT, excluding holidays.

New AskTom features include:

- Easier question submission
- Quicker, more consistent response times
- Enhanced communication between you and the service area
- Improved Live Chat response and features



myMemphis Portal



The myMemphis Portal is our online tool that allows access to many university services from one location. On January 7, 2016 the portal was redesigned to improve the overall user experience with a fully responsive design and mobile-friendly approach to content. To view the redesign of the myMemphis Portal, navigate to the website my.memphis.edu.

Access to the Portal is available anytime, from any computer, or mobile device with an Internet connection and an updated, supported browser. You should have access to the appropriate pages and portlets based on your role at the university. If you discover that you are missing content, pages (tabs) or portlets (channels) contact the umTech Service Desk at 678-8888 or enter a ticket at umhelpdesk.memphis.edu.

Important Announcement: Change in Password Reset Process



In an effort to enhance security of passwords and protect University data, ITS will implement a change in its Password Reset service. Effective immediately, the ITS Service Desk (Tier 1) will no longer, administratively, change passwords. All UofM affiliates (faculty, staff, students, alumni, former students, etc.) will be encouraged to visit the University's self-service Identity Management website located at <https://iam.memphis.edu>.

Here, you can initialize your account, reset your password, retrieve your UUID and answer your security questions to regain access to your account.

In addition, remember these important tips to ensure your data is secure:

- Never share your password with anyone. This includes a UofM employee, friend or relative.
- Beware of phishing emails that attempt to lure you to malicious websites.
- Watch for email notifications about your password changing. If you did not change your password, please contact the Service Desk immediately.
- Never respond to an email request for your username and password, or any other request to "verify" your account.

For more information about IT security, please visit the ITS security website located at <http://www.memphis.edu/its/security/index.php>.

If you have any questions about the change or need further assistance, please call the ITS Service Desk at 901-678-8888 or email umtech@memphis.edu

Did You Know?

- Accounts receive an email notification two weeks prior and one week prior to their password expiration date.
- ITS will never ask you for your password.
- When in doubt, send suspicious emails to: abuse@memphis.edu.

Best Practices:

For Computer Safety

- Ensure that your operating systems are current and patched on your computer system.
- Be sure your computers are running an updated anti-malware and anti-virus product on your computer system.
- Enable the firewall that is built into most operating systems and configure the computer to limit its security exposure on your computer system.

For Password Safety

Even the strongest password can fail if it is not adequately protected. Here are other ways to protect your password:

- Never write your password down or store in an unprotected place, such as the underside of your keyboard.
- Keep your UofM UUID and password unique. Don't reuse it on external sites.

Examples of Unsecure Passwords:

- Your name (even maiden names or your name spelled backwards is easy to guess)
- Your UUID in any form
- Name of a close relative, friend, or pet
- Phone number, office number, address, or town
- Birth date or anniversary date
- Favorite sports team

Whats New & Improved in Microsoft Office 2016?



Office 2016 is available for Office 365 subscribers. As a current student, faculty, or staff member at the University of Memphis, you can download Office 2016 for Mac or PC for free. To learn more about Microsoft's new products or software updates visit the Office website, memphis.edu/getoffice.

Improvements include:

Co-Authoring (*In Word and PowerPoint*)

Work with others simultaneously on a document regardless of the device you're using.

Simplified Sharing (*In Word, PowerPoint, and Excel*)

Just click the Share button in the Ribbon for easy sharing right from your Office documents. See who has access to a given document and who is currently working in the document. Change individual authoring permissions for any document you own.

Shared Notebooks (*In OneNote*)

Collect any and all relevant information (e.g., photos, videos, clippings and drawings, in one central location. Work with others and watch the app sync change within seconds.

Real-Time Typing (*In Word*)

As you collaborate with others in a document, see where others are working and view their edits as they happen.

Modern Attachments (*In Outlook*) Attach a document from your recent items and share them from OneDrive or SharePoint with email recipients. Also configure sharing permissions so that all the recipients have access to the attached file without having to leave the app.

Mail Triage (*In Outlook*)

The Clutter feature learns how you prioritize your mail and then helps you by putting low priority messages in a separate folder.

Smart Lookup (*In Word, PowerPoint, Excel, and Outlook*)

Fact-check or explore terms in your documents with Bing-powered Smart Lookup.

The CTL will be offering training in Word (beginning and advanced level). Details and registration for all training opportunities are located on Learning Curve (<http://learningcurve.memphis.edu>), under the Center for Teaching and Learning.

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

The Center for Teaching is driven to provide ongoing faculty support and training. Our mission is to provide instructional technology training on enterprise software and hardware that supports the University's mission of student success. The CTL seeks to enhance the learning process through educational technology for the UofM community.

Therefore, the CTL hosts a variety of training opportunities each month with topics ranging from eCourseware Grade Book Management to Getting Started with Adobe Acrobat. Trainings sessions last approximately an hour to an hour and a half and are held on campus or virtually.

The training schedule is available to all faculty and staff and is located on the CTL Events Page on the UofM website. Details and registration for all training opportunities are located on Learning Curve (<http://learningcurve.memphis.edu>), under the Center for Teaching and Learning.

To learn more about the Center for Teaching and Learning, and how we may serve you, please visit our website at memphis.edu/umtech/ctl.

Visit us on campus, we are located at:

Center for Teaching and Learning

University of Memphis

3720 Alumni Drive 100 Administration Bldg.

Memphis, Tennessee 38152

Have Questions? Ask us!

chat @ <http://umhelpdesk.memphis.edu>

call (901) 678 - 8888

email: umtech@memphis.edu

**Walk-Ins Welcome M-F 8am - 7pm
Administration Bldg. Room 100**