CENTER FOR TEACHING AND LEARNING
NEWSLETTER

THE UNIVERSITY OF MEMPHIS
Information Technology Services

IN THIS ISSUE: NOVEMBER NEWS YOU CAN USE

NEW PROCESS IN COURSE COMBINES

A change is coming to the course combine procedure for Spring semester courses and beyond. By direction of our provost, Dr. Tom Nenon, the following two types of course combine requests may be submitted:

1. A 4000 level (undergraduate) course that has been cross-listed in Banner with a 6000 level (graduate) course where the courses are held in the same location (physical or online) at the same time.

2. A 7000 level (graduate) course that has been cross-listed in Banner with an 8000 level (doctoral) course where the courses are held in the same location (physical or online) at the same time.

Additionally, these requests must come from the dean of the college. Navigate to helpdesk.memphis.edu, select Teaching and Learning, eCourseware, then select Course Combine Request.

EARLY ACCESS FOR STUDENTS

Early Access Encourages Academic Excellence

Our faculty are always searching for ways to give their students a better chance at academic excellence. One popular idea has been to open courses early, giving students a head start on accessing their courses. We are happy to report that a standard has been set by our provost: all spring 2020 classes will open two weeks before their official start date. The dates classes will be accessible to students in eCourseware by are listed below:

Full-term and First POT available January 7, 2020

Second POT available March 2, 2020

Law School courses available December 25, 2019

TN eCampus (RODP) courses available January 21, 2020

Have a SETE?

Around this time of the semester, students are completing the evaluations of their courses. Faculty are pretty excited to see the results.

If you haven't, encourage your students to complete a SETE for their course. A popular question from faculty is "When will this semester's SETEs be available?" Here's the answer:

SETE reports will be available within 10 business days of the closing of the last SETE collection period. This includes full-term, first-session and second-session courses. For the Fall 2019 semester, the last collection day is 12/12/2019. SETE reports from Fall 2019 will be available by 1/6/2020.

For SETE availability dates, student instructions - and a faculty demo, visit the SETE availability website.

***Note:** SETEs for Cecil C. Humphreys School of Law are on a different schedule.*

Keep in Mind

Remember that you may hide any content in your course that you are not ready for your students to view at any time. This includes this two-week period before the official start of the semester. Also, no assignments may be required to be completed before the official start of the semester. Moving forward, we hope that this standard will provide consistency for our students and clearer guidance for our faculty.

ONEDRIVE SHARING OneDrive

As we move away from umDrive on campus, we would like to highlight a frequently used feature: sharing files and folders. With OneDrive's easy-to-use interface, you can begin collaboration with students and staff in no time.

There are two ways to share: by individual file or by folder. Sending the link option in OneDrive provides the ability to share a file by copying that file's link into a text message, website, or email. Anyone with the link could view the file, but the permissions could vary from person to person. Sharing a link to a file can be useful for class and departmental collaboration.

The second way, sharing a folder, is useful for sharing large and multiple files to your class or colleagues. By clicking on the share button everyone that you provide permissions to in the folder will have access to view and manage all items in the folder. Also, updates will be synced in real time for everyone to access.

Please note that you can share files and/or folders using the web or desktop application. To learn more about sharing files in OneDrive visit our umTech Solution site.

WINDOWS 7 END OF LIFE

Windows 7 will end support on January 14, 2020. If you are still operating on Windows 7, now is the time to upgrade. You still have a little time to make the switch from Windows 7 to Windows 10, and it will be easier than you may think. We've created documentation to identify the key points of what to expect when moving from Windows 7 to Windows 10. While the basis of the operating system remains the same, many of the visual aspects and functionality have been enhanced. For example: Windows 10 uses the term "apps" instead of "programs". Also, there's an introduction to the Action Center, commonly used to view and change settings. Your LSP is also a great resource for more information on Windows 10.

Check out our document that explores and explains the differences between the two.

GOODBYE TO umDrive

On Dec. 31, 2019 we will be saying goodbye to umDrive as we decommission it. 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. OneDrive offers everyone 5TB (terabytes) of available storage space. It also allows you to share documents and other files with colleagues within and outside of the University. Syncing your files to OneDrive provides a secure and safe backup that can be accessed online.

Though OneDrive is a comprehensive online service, some of our other services may be a better fit as a replacement for umDrive and how you use it. Visit our website detailing those services and the corresponding solutions for which they are typically used at While on the website, please take our one-question survey.

Remember at the end of the year you won't be able to access umDrive, so let's get those files moved.

Beware Public Wi-Fi

TIP

Anytime you connect to an unsecured public Wi-Fi, you are putting your accounts and information at risk. Hackers have little difficulty intercepting your information on unsecured Wi-Fi networks, or by putting up hot spots to simulate an establishment's public Wi-Fi. One way to protect yourself is to avoid connecting to unsecured Wi-Fi networks, but if you do, be sure to avoid online shopping or logging onto financial institutions while using these free Wi-Fi services.

eCOURSEWARE BUZZ

We may be wrapping up the semester, but the eCourseware bees are still hard at work bringing us updates to make finishing strong that much easier.

Immersive Navigation

Over the past several months, eCourseware has made strides to make their design more consistent across all tools. This month is no different. The eCourseware team has standardized the navigation in the Dropbox tool to match what you have seen in other tools, such as Quizzes. This type of change may seem small, but making eCourseware a more consistent environment makes it a more friendly environment. Small changes can make all the difference.
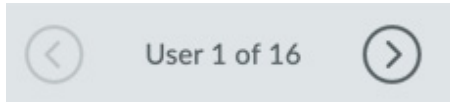
The End of Internet Explorer (IE)

Along with the end of Windows 7, Internet Explorer has also reached the end of its life. As such, eCourseware will no longer work well in the IE browser. What does this mean? In the immediate future, you may not notice much difference when using IE in eCourseware, other than a banner informing you of its end of life in January 2020. Over time, if you continue to use IE, you may notice little problems between the browser and eCourseware. These problems will not be fixed after the new year, and IE will become less and less able to handle the demands of eCourseware over time. It is a best practice to go ahead and switch browsers to either Firefox or Chrome, which are both known to work well with eCourseware.

Anonymous Grading? Check!

Recently we were asked to test and implement a new feature in eCourseware, and we are happy to say that, after extensive testing, Anonymous Grading of dropbox submissions has been turned on.

The new feature enables you to create a dropbox that will allow your students to submit their assignments anonymously. When you go to grade the assignments, you will see the Anonymous User in place of their names. This will preserve impartiality until you have completed grading. Once you have published the feedback for your students, their names will show up next to their submissions, as normal.

IMPORTING TEST BANK TO eCOURSEWARE

As final exams are being created in eCourseware, we are often asked about how to upload a test bank from a publisher. This process can be simple, but the publisher must provide the correct file format which is a ZIP file for Desire2Learn. Once you have received the Zip file from the publisher, the test bank can be uploaded to your course by performing the following steps.
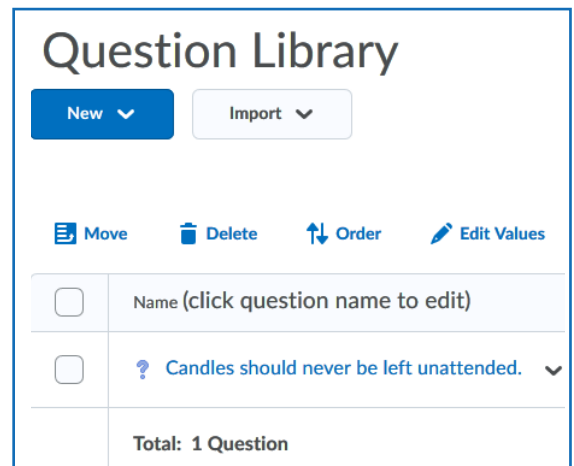
1. Log into eCourseware then select your course.

2. Click Quizzes under the Assessment menu in the navigation bar.

3. Click Question Library.

4. Choose Import -> Upload a File, and then Browse Files to locate the ZIP file.

5. Click Question Library.

6. A processing screen will appear, indicating the status of the upload.

7. When the file is uploaded successfully, a screen will appear showing that it was successful, and will also show how many questions are ready to be imported.

8. Click Import All to continue.

Once the questions have been imported to the Question Library, you can move them to your exam. If you run into any problems, please reach out to the Center for Teaching and Learning (CTL) at itstrainers@memphis.edu or submit a ticket.

NEWS FROM THE MAC CORNER

To our Mac aficionados: if you have upgraded to the new Mac OS Catalina, you may need to check two things.

1.) Citrix Receiver - You may need to upgrade your Citrix receiver. If your system doesn't automatically ask for an upgrade when you log into umApps, you be prompted to upgrade. If your system does not ask for an upgrade, you will be asked to upgrade at time of sign in to umapps.memphis.edu.

2.) Cisco AnyConnect - If you have recently updated your Mac to the latest operating system Mac OS Catalina, you will have to update the Cisco AnyConnect VPN. To download the VPN, please, navigate to securepoint.memphis.edu or submit a ticket for help from your LSP.

COMING SOON: NEW myMEMPHIS DESIGN

For employees, one of the first things you will notice about myMemphis is a clean new design. It is simplified and branded to complement the new UofM website. This new design will allow pages to fit any browser window (responsive design), providing easier navigation. Also all the portlets have been re-branded to match each other.

For students, their profile will be the first page to load. This profile page will provide them with direct links to their academic records and information all on one page. They will see links to Curriculum and Courses, Prior Education and Training, Academic Transcript, Registration, Student Schedule, Financial Aid, and Work Study as well as Overall Hours and GPA. *(see illustration)*
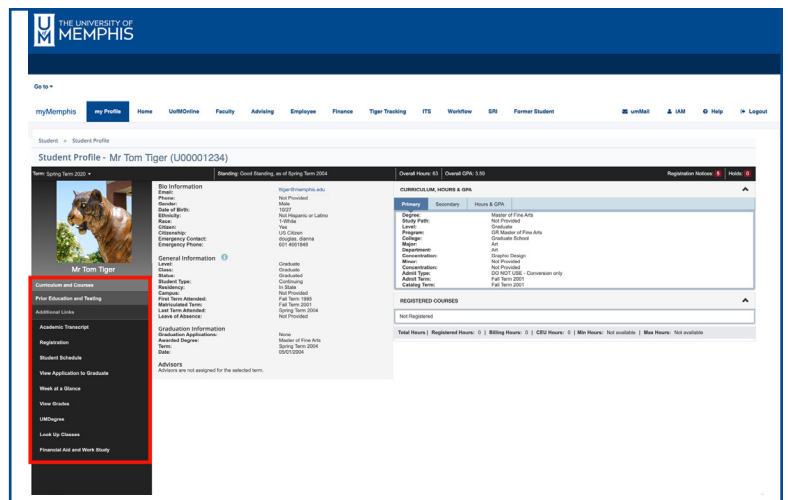
OFFICE 365 UPDATES

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 for PC, Mac, iOS and Android.

In PowerPoint, making presentations accessible is easier than ever with the ability to organize elements on your slides so that a screen reader will read them in the correct order.

When creating a PDF in Word, Excel, or PowerPoint, a popup will prompt you to use the accessibility checker to check any issues to fix before you save the PDF.

PEEK AT TLAC AGENDA: NOVEMBER 2019

- About LMS (eCourseware)
- Services to be Discontinued
- Email Changes
- Contract Renewal/Updates

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For more information or to inquire about technical reports,

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