



## **Division of Information Technology - Main Campus Edition**



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### **Our Turn Technology Workshops Scheduled for May**

Each year, the Faculty Development Center coordinates Our Turn providing faculty and staff an opportunity to participate in workshops and become a student for a week. DoIT will be offering a number of workshops scheduled May 12 – May 14. For times and registration information visit <https://rucitl.com/registration/>.

### **Desire 2 Learn (D2L)**

- **Quizzing and Respondus**

- Gradebook
- Assignment/Rubrics/Turnitin
- Five Tools to Increase Instructor Presence and Engagement
- Discovering Learner Statistics – Are your students engaged?

#### **Microsoft Office**

- Office 365 Groups
- PowerPoint Recordings

#### **Zoom**

- Getting started with Zoom
- Getting the most out of Zoom – Advanced Features

#### **DoIT System Maintenance May 10-15**

From May 10-15, DoIT will be performing software updates and patches to network and server infrastructure. These updates are planned to minimize impact to the campus community, but there will be several brief outages between 5-7 a.m. each morning. If you have a problem, please reboot your computer before contacting the Technology Assistance Center at 540-831-7500 or [www.radford.edu/itonestop](http://www.radford.edu/itonestop).

#### **Users Need to Upgrade Their Zoom Client Before May 30**

During the month of April, Zoom released 6 new versions of the Zoom client application for Windows and macOS. These updates provide both enhancements and security patches. On May 30, Zoom will enable 256-bit encryption by default. If you are not running the latest Zoom client (5.0.1 or later) you may have problems accessing meetings. Therefore we encourage all users to be sure they are running the latest version of Zoom. (Windows users may right click on the Zoom icon in their notifications area and then select About to determine what version they are running.)

**University Owned Windows Computers:** In early April, DoIT sent an email requesting users to upgrade their Zoom client. If you have already completed those steps you should automatically be prompted to install the latest versions of the client when they are released. If you have NOT completed those steps, you need to carefully follow those steps to update your Zoom client. Detailed instructions can be found by searching for “Zoom Client Update” on ITOneStop to review knowledge based article [KB0011858](#).

**University Owned Macs:** Users of Apple Macs provided to faculty and staff since May of 2018 need to use the “Self Service” program to update Zoom. You may do this by clicking “Go -> Applications” and clicking the “Self Service” application and then selecting the “Zoom (RU) App – Uninstall/Install”. We encourage you to do this on a weekly basis for the next few months to be sure you have the latest version. (We are currently investigating how to enable Automatic updates for Mac users.)

#### **SANS Security Awareness Training Extended to June 1**

To maintain a secure Information Technology environment, all members of the University community must be aware of IT system security and their responsibilities to protect the University’s IT systems and data. In the next few weeks, you will receive reminder emails from [itsecurity@radford.edu](mailto:itsecurity@radford.edu) with information about this year’s SANS security awareness training. This training takes approximately 30 minutes to complete. You will review several modules and acknowledge Radford University policies, procedures and standards.

## Due Dates

Training was published in October 2019 and must be completed by June 1, 2020. Reminder emails will go out weekly before the due date.

## Accessing Training

SANS uses your Radford University email address and a unique password. To access the training, navigate to the MyRU portal and click the “IT Security Training” link. If you forgot your password from last time, you can click the “I forgot my password” link to have a link emailed to you to reset it.

## Frequently Asked Questions

To access answers to many common questions, please navigate to the <https://www.radford.edu/content/it-security/home/training/sans-training.html> website.

## **D2L Updates and New Features**

### ***D2L is no longer supporting Internet Explorer:***

Internet Explorer support and security updates by Microsoft ended in January of 2016. Microsoft Edge was released in 2015 as a replacement for Internet Explorer. As of January 2020, D2L ceased support for Internet Explorer. If you have been using Internet Explorer, you should switch to Chrome, Firefox, Safari or Edge.

### ***Assignments/Discussions - Grades entered in Assignments/Discussions and Grade Book are now synchronized***

Now, when an instructor enters a grade for an assignment or discussion in the standard or spreadsheet view of Grade Book, the grade also appears with the Assignment and/or Discussion. Previously, grades entered in these tools were passed on to Grade Book; however, grades entered in Grade Book were not passed back to the tools.

*Quick Eval – Instructors can see Activities and Submissions awaiting evaluation at a glance for all courses.*

The Quick Eval link is located on the main tool bar within D2L right beside the **Radford University Support** link.

Instructor can view evaluations that are waiting to be graded by **Submissions** view or by **Activities** Course view.

An activity shows up in Quick Eval’s **Activities** view when there is an unevaluated learner submission, or when all students have not submitted to the activity. This view makes it easy to complete all assessments for one assignment, discussion, or quiz, before moving on to the next task. **Activities** view displays indicators to show the progress on submissions, progress on evaluations, and progress on publishing feedback to

The screenshot shows the 'Quick Eval' interface. At the top, there are tabs for 'Submissions' and 'Activities', with 'Activities' selected. Below the tabs, there is a search bar and a 'Filter' dropdown. The main content area lists activities for three courses:

- ENG 101 - Literature Seminar**
  - Module 4 - Debate (Discussion): 2 New Posts, 10/10 Completed, 10/10 Evaluated, 8/10 Published.
- ENG 201 - American Literature**
  - Formal Essay 1 (Assignment): 1 New Submission, 0/1 Evaluated, 0/1 Submission List, 0/10 Published. Assignment Due: 8/9/2019 3:12 PM.
  - Literature Review (Assignment): 2/24 Completed, 2/24 Evaluated, 1/24 Published. Assignment Due: 8/23/2019 3:12 PM.
- ENG 410 - Poetry Seminar**
  - Vocabulary Test - Poetic Devices (Quiz): 4 New Attempts, 2/10 Completed, 1/10 Evaluated, 1/10 Published. Quiz Due: 8/21/2019 3:12 PM.

learners. It also includes links to the evaluation page, submission page, and a publish all action.

### **Use the DUO Mobile App Instead of Call Me**

Did you know that using the “Call Me” feature in Duo is the least secure, slowest and most expensive method to use two-factor authentication. Here is why:

- **Least Secure:** it is incredibly easy to port a phone number to another cell phone by tricking the provider. An attacker could also get you to unwittingly forward your phone number to another number, which would forward the Duo call to them.
- **Slowest:** waiting for Duo to call you and then pressing a number takes longer than having Duo push a notification to your smart phone.
- **Most Expensive:** Duo pushes are free, but each time you use the “Call Me” feature, Radford University incurs a small cost.

Therefore, we encourage users to download the Duo Mobile App for iOS or Android and use that instead of the “Call Me” feature.

What if I can't get the Duo Mobile App on my phone? We can provide a token (a key fob for your keyring) that generates a 6-digit code that you can use with Duo. Each token is tied to a person, so no one else can use it. Contact the Technology Assistance Center if you need a token.

### **Banner Admin Pages Tips and Tricks**

Here are a few simple tips and tricks to try when using Banner Admin Pages.

To quickly resize a Banner page:

- Ctrl + to increase size (zoom in)
- Ctrl – to decrease size (zoom out)
- Ctrl 0 to reset zoom to 100%

To get more workspace on a Banner page, you can hide web browser tabs and the address bar by pressing the F11 key. Press F11 again to display the hidden areas.

If the Key Block on a Banner page such as SPAIDEN has an ID field, you can tab out of the ID field to open an empty *Name Display* field.

To find more helpful tips and Banner Admin Pages resources:

1. Logon to MyRU.
2. Select the *Employees* icon.
3. Under the Administrative Tools heading, select the *Banner Training and Documentation* link.
4. The link will take you into D2L. Search for the course titled *Banner Training and Documentation*, and then click the title to open.

### **Project Management Best Practice: Effective Project Sponsorship**

The Project Sponsor is typically an executive level manager who ensures that a project delivers agreed upon business benefits. He or she will play a vital role in every phase of the project lifecycle:

**Initiation:**

- Authorizes the project and makes resources available
- Selects a PM and ensures appropriate project organization
- Provides input to the Project Charter and kick-off meeting

**Planning:**

- Ensures the team is not committing to unrealistic expectations
- Helps identify key stakeholders for the project
- Will sign off on the scope, goals and deliverables of the project

**Execution:**

- Champions the project at the executive level to secure buy-in
- Evaluates progress and guides the team appropriately
- Makes key decisions or act as a point of escalation if needed
- Will empower, motivate, and acknowledge work well done

**Closing:**

- Participates in post-project evaluation
- Ensures handoff is done properly and signs off on completion

Project sponsors must effectively communicate the vision, goals and expectations to the team. Roles and responsibilities should be reviewed at the outset of the project to ensure a productive relationship. Project sponsors who remain engaged throughout the project will strike a balance between involvement and trust in the project team. Following these guidelines for effective sponsorship will foster a healthy environment for project management success.

**Technology Training**

Academic Technologies continues to offer workshops for faculty and staff via Zoom. If you would like to request a one-on-one, group or custom workshop, contact Academic Technologies at (540) 831-7521 or email [acadcomp@radford.edu](mailto:acadcomp@radford.edu).

**Meet the DoIT Staff: Jayson Bevins, Manager Technology Assistance Center**



**How long have you been employed in the Division of Information Technology at Radford University?** I joined the Division of Information Technology on September 25, 2019.

**Family:** My wonderful wife Kristen of 21 years and two energetic sons, Jayson and Brandon plus a large black lab that still thinks he's a puppy.

**Hometown:** I grew up just outside of Rochester, NY in a small town called Caledonia. However, I now call Christiansburg, VA my hometown as I've lived there the same number of years I lived in Caledonia... but I still go back each year during the summer to visit family and friends.

**Education:** Bachelor's degree in Communications from Geneseo State University, NY. Communications - Management and Production processes, Master's Degree in Education from Virginia Tech – Curriculum and Instruction, with emphasis on Instructional Design and Technology.

**Interests/Hobbies:** Help manage my son's U17 Soccer team – CSC Thunder. Go Thunder! Trying out new power tools and tackling renovation projects that my wife thinks I should hire a contractor for. Watching the Buffalo Bills trying to get to the playoffs each year and waiting for another appearance in the Super Bowl that they finally win. The sport of motocross, no longer a participant but avid follower and fan. Watching the English Premier League and 24/7 Free Tech Support for all my family and friends.

**Favorite Vacation Destination:** Grand Cayman... without a doubt. But family vacation to Universal Studios and Disney is a close second.

**Favorite part of your job:** Always enjoy helping folks.

### **Need Support?**

The Technology Assistance Center is available via remote support Monday – Thursday 8:00 a.m. – midnight and Friday 8:00 a.m. – 5:00 p.m. We are still providing limited walk-in support by appointment for hardware issues that cannot be resolved remotely.

Open a self-service support request at [ITOneStop](http://ITOneStop) ([www.radford.edu/itonestop](http://www.radford.edu/itonestop)) or request assistance by phone at 540-831-7500.



#### **Quick Links:**

[Radford Home](#)

[DoIT Website](#)

[Technology Support](#)

[IT Policies & Procedures](#)

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