



Division of Information Technology - RUC 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

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 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.

Blackboard Phase-Out

Due to the demands related to COVID-19, the Radford University Carilion (RUC) migration from Blackboard to D2L will be delayed until the Fall 2020 semester. All RUC courses will be delivered using D2L starting August 24, 2020, when the semester begins.

With that in mind, any content you wish to save must be out of Blackboard before the contract ends on August 28, 2020. This includes documents, images, videos, tests, assignment instructions, announcements, or anything else you want to bring over to D2L or save for future use. Please consider courses you are currently teaching and any past courses containing content you might want to keep. Also consider Blackboard organizations that may contain needed content. If you already have your content saved to a local or network drive, then you should have the material needed to rebuild your courses in D2L.

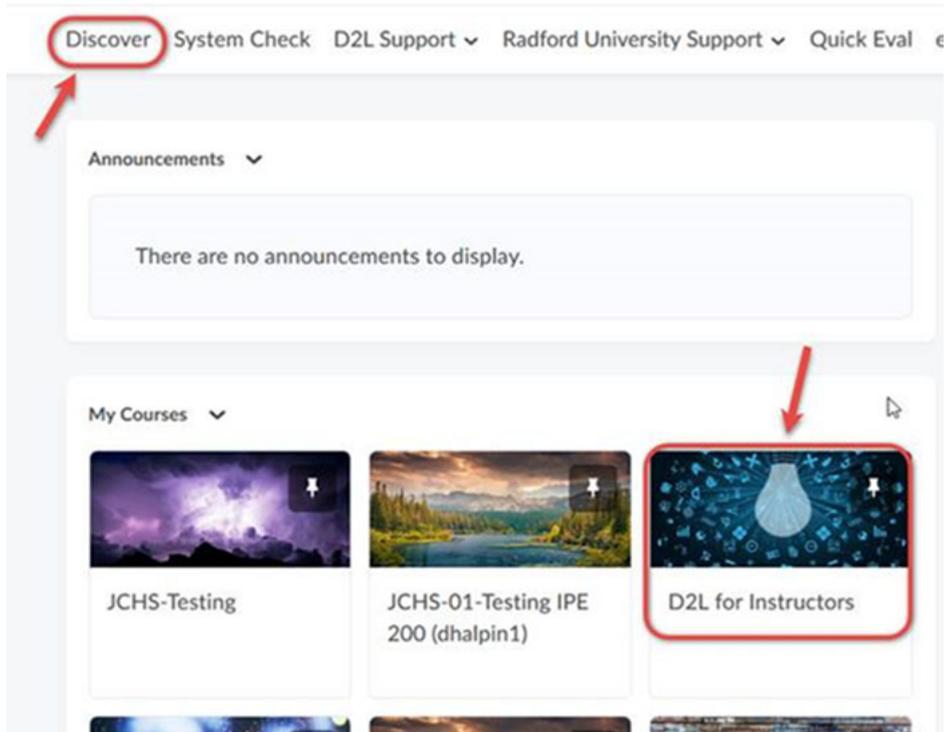
Blackboard to D2L Transition Resources

If you need help getting your content out of Blackboard, we have a recording of the session “Getting Your Stuff out of Blackboard.” The recording is located within a course in D2L named “D2L for Instructors”.

Here is how you can find the course:

1. Log into your MyRU portal.
2. Click on the “Desire 2 Learn” icon in the portal.
3. Once you arrive at the D2L homepage, click on the “Discover” tab at the top left.
4. From the Discover page, you can browse for the course or type “D2L for Instructors” into the search box at the top.
5. Once you have located the course, click on the name, and then click the “Enroll in Course” button. You should receive a message that you have been “Successfully Enrolled”.
6. Click on the Radford University logo at the top to return to the D2L homepage. The course should now appear in your “My Courses” listing.

Below is a screenshot that shows where the “Discover” button is located and what the course icon looks like after you have enrolled.



The recording for “Getting Your Stuff out of Blackboard” is the first link in the Table of Contents. In addition to that recording, the course also contains links to videos and other basic information you need to get started building your courses in D2L.

Additional D2L Training during Our Turn

We will also be offering a series of D2L workshops during Our Turn & Training Week, which will be held virtually *Tuesday, May 12 through Thursday, May 14*. Here are the sessions we have scheduled:

- D2L Overview: Tuesday, May 12
- D2L Gradebook: Wednesday, May 13
- D2L Assessment: Thursday, May 14

These sessions are designed for RUC faculty and staff who are making the transition from Blackboard to D2L.

DUO Mobile App

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.

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 (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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