Information Services & Technology

New Faculty Orientation

WEST CHESTER UNIVERSITY
FALL 2021

Welcome!

USER ID & PASSWORD POLICY

- Every student, staff and faculty is assigned a **username/email**.
  - Student's email is comprised of their initials and student ID #.
  - Faculty and staff email is comprised of first initial and last name
    (*be aware that some emails may have a 2 or 3 after their last name to avoid duplicates)*
- WCU **passwords** must be a minimum of 12 characters and do not expire.
- Use this username and password (WCU credentials) to login to WCU applications and programs and the DUO Multifactor Authentication system.
- IS&T Help Desk will never ask for your password and will never email you requesting password details or threatening that you will lose your mailbox.

USERID & PASSWORD POLICY

What?

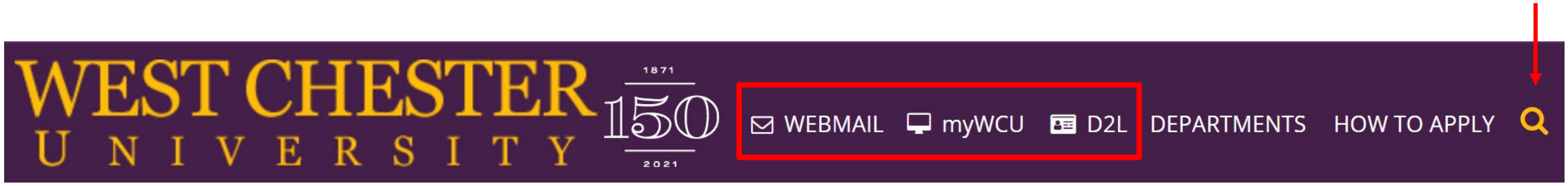
Technology Tools are available?

Where?

To get IT Support?

START
HERE!
WWW.WCUPA.EDU

WWW.WCUPA.EDU

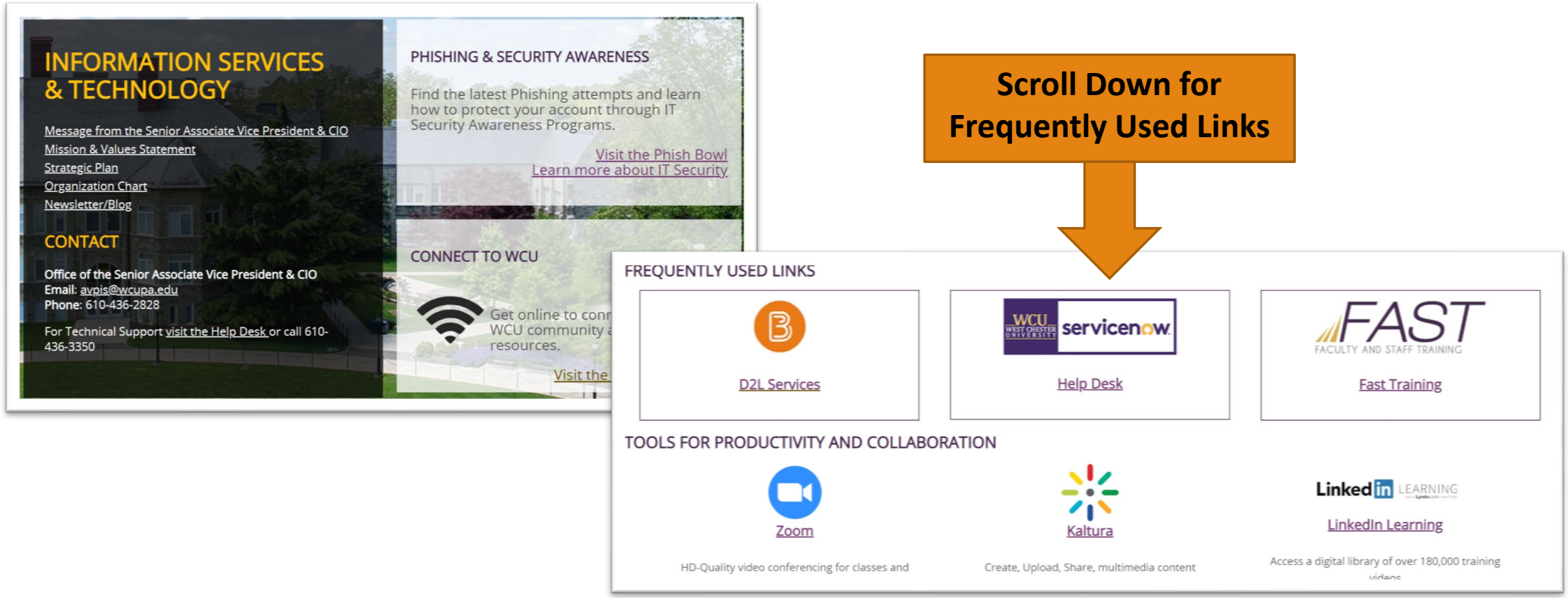


- **WebMail** – Outlook Exchange
- **MyWCU** - Peoplesoft to obtain work schedule, advisor notes, course, attendance and grade rosters, etc.
- **D2L** Learning Management System
- **Search** WCUPA.EDU

INFORMATION SERVICES & TECHNOLOGY .

www.wcupa.edu/ist

WCU IS&T supports student success through strategic information technology and partnership with the entire university community.



SUPPORT & TRAINING

SUPPORT

IS&T HELP DESK - www.wcupa.edu/ithelpdesk

- The IS&T Help Desk/Student Help Desk is the central point of contact for all technology-related hardware, software, and system support such as Office 365, myWCU and D2L at West Chester University, with offices in **Anderson Hall 119**. The Help Desk provides first level customer support for students and employees in locations such as administrative offices, classrooms, residence halls, remote sites & satellite campuses.

SERVICENOW SUPPORT - www.wcupa.edu/servicenow

- **ServiceNow Service Portal** – Make a Request or Search the Knowledge Base
- ServiceNow provides an intuitive interface enabling users to request help, submit questions, order technology, and check the status of an inquiry without directly contacting the Help Desk.

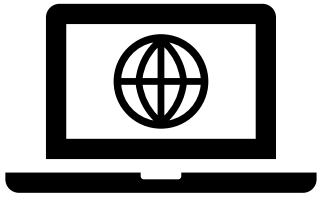
SUPPORT

610-436-3350

Anderson Hall, Room 119

Brandywine Hall, Room 003 – Satellite Location

www.wcupa.edu/servicenow



www.wcupa.edu/ithelpdesk

SUPPORT

Help Desk - 610-436-3350

Option 1: Student/Alumni technical support

Option 2: Employee technical support

Option 3: Current Hours

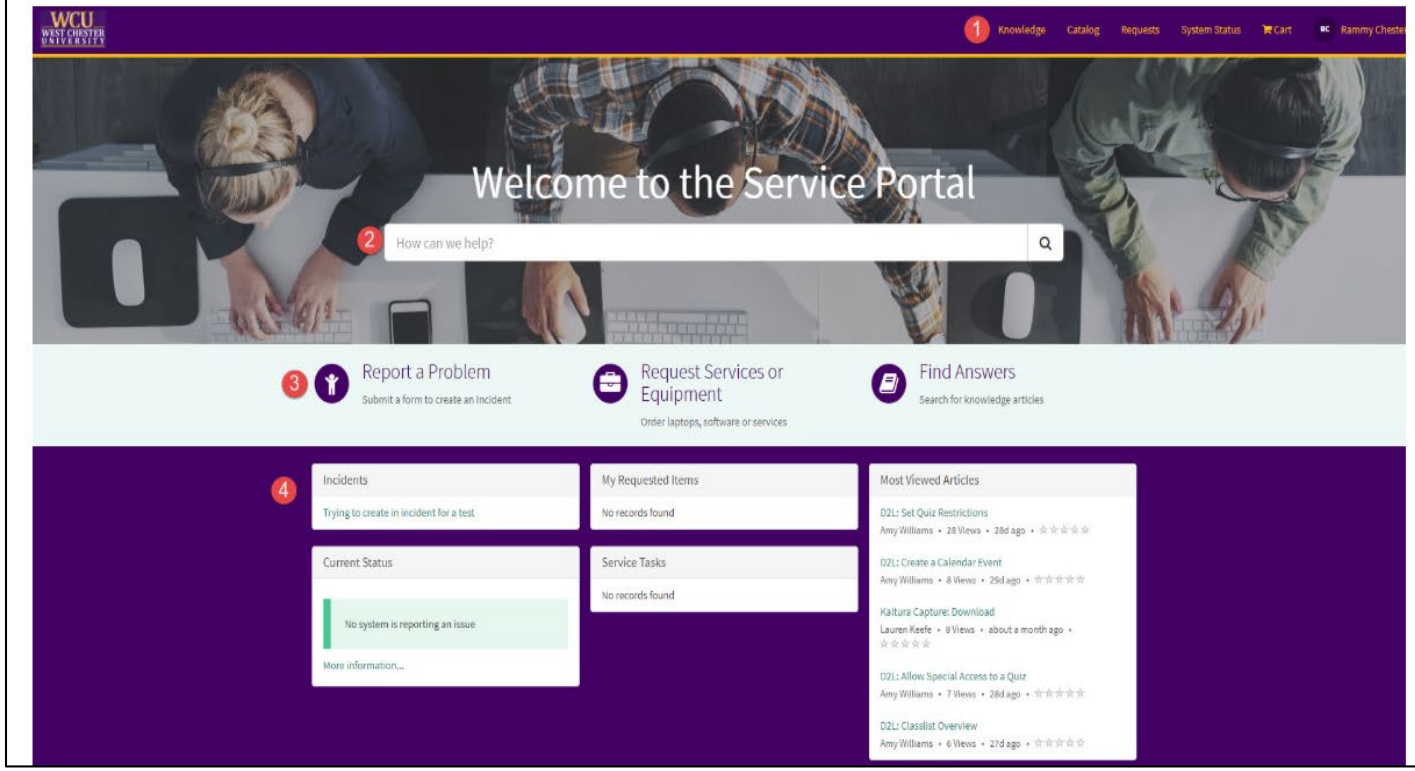
Option 4: Just in time Zoom/Web Conferencing Support

Option 5: Reset your password or unlock your account (instructions)

Option 6: Duo Support

SUPPORT – ServiceNow Portal

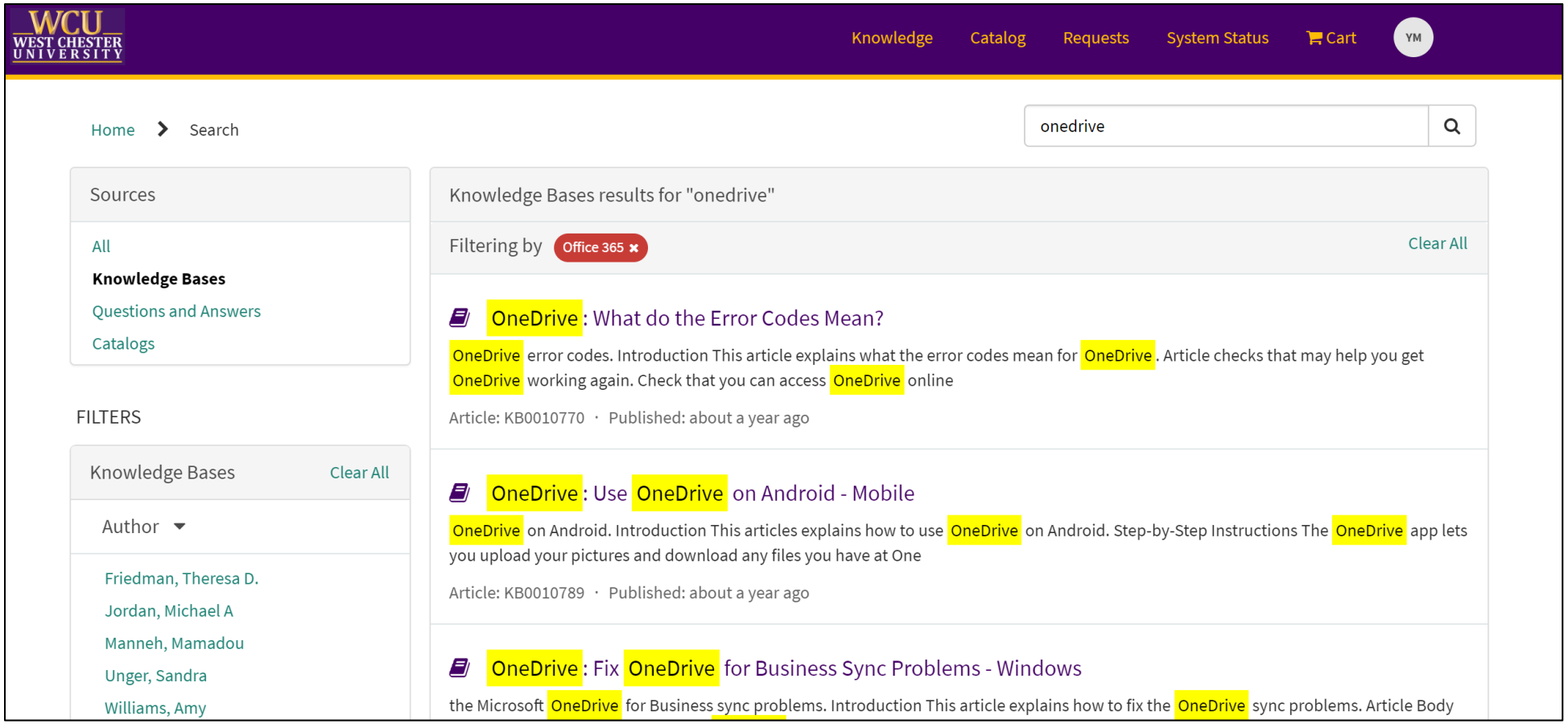
www.wcupa.edu/servicenow



1. Top Navigation: Quick Links to Knowledge, Catalog, Requets, System Status, and Cart
2. Searching: Search for help articles or anything else you need to find in ServiceNow
3. Contact IS&T: Report a problem or request something from IS&T
4. Widgets: Check on the status of problems, requests, systems, and most viewed articles

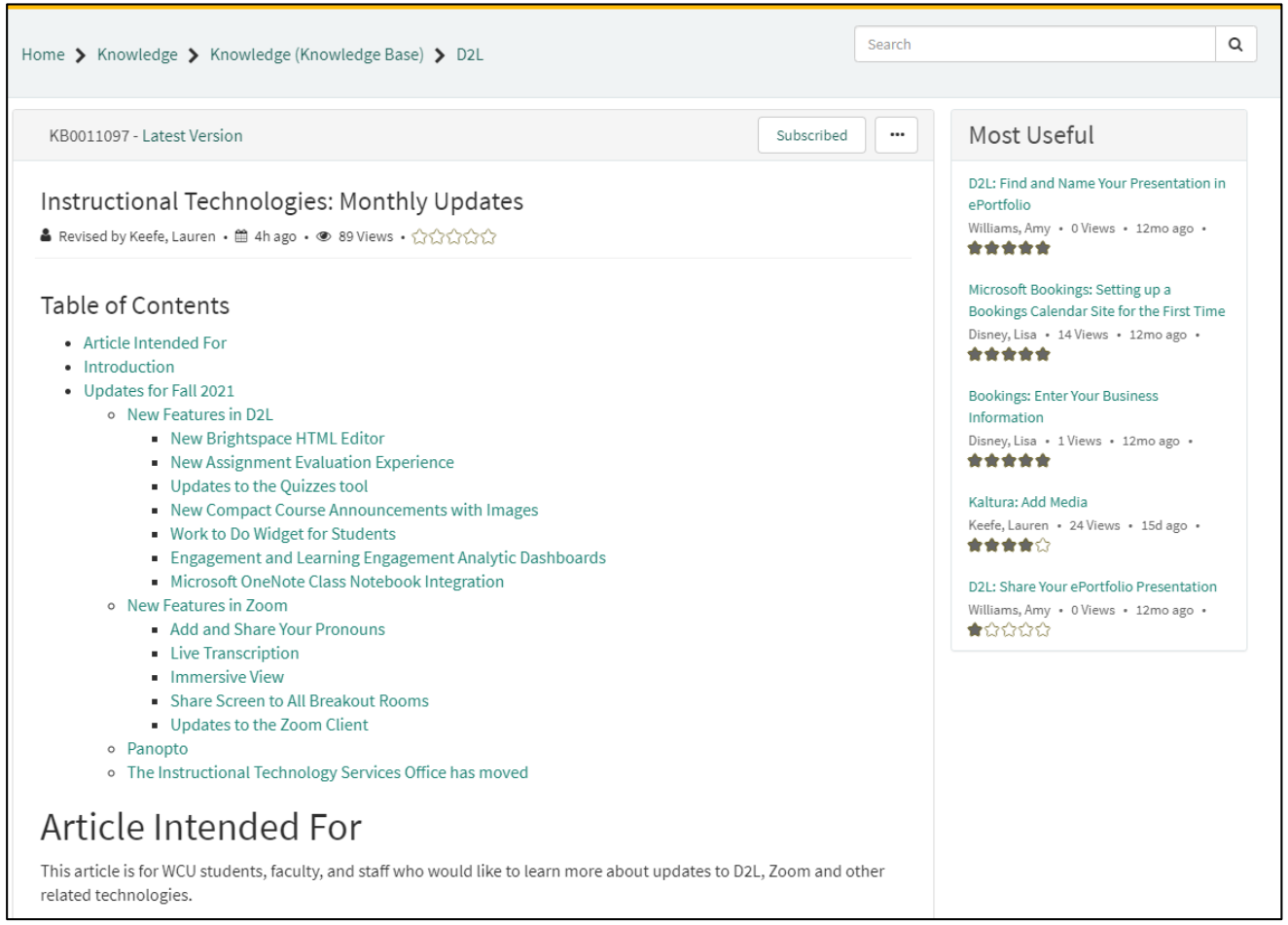
SUPPORT & TRAINING - ServiceNow Knowledge Base

www.wcupaprod.service-now.com/sp



SUPPORT & TRAINING - D2L Monthly Updates

www.wcupaprod.service-now.com/sp



Home > Knowledge > Knowledge (Knowledge Base) > D2L

Search

KB0011097 - Latest Version

Subscribed

Instructional Technologies: Monthly Updates

Revised by Keefe, Lauren • 4h ago • 89 Views •

Table of Contents

- Article Intended For
- Introduction
- Updates for Fall 2021
  - New Features in D2L
    - New Brightspace HTML Editor
    - New Assignment Evaluation Experience
    - Updates to the Quizzes tool
    - New Compact Course Announcements with Images
    - Work to Do Widget for Students
    - Engagement and Learning Engagement Analytic Dashboards
    - Microsoft OneNote Class Notebook Integration
  - New Features in Zoom
    - Add and Share Your Pronouns
    - Live Transcription
    - Immersive View
    - Share Screen to All Breakout Rooms
    - Updates to the Zoom Client
  - Panopto
  - The Instructional Technology Services Office has moved

Article Intended For

This article is for WCU students, faculty, and staff who would like to learn more about updates to D2L, Zoom and other related technologies.

Most Useful

D2L: Find and Name Your Presentation in ePortfolio
Williams, Amy • 0 Views • 12mo ago •

Microsoft Bookings: Setting up a Bookings Calendar Site for the First Time
Disney, Lisa • 14 Views • 12mo ago •

Bookings: Enter Your Business Information
Disney, Lisa • 1 Views • 12mo ago •

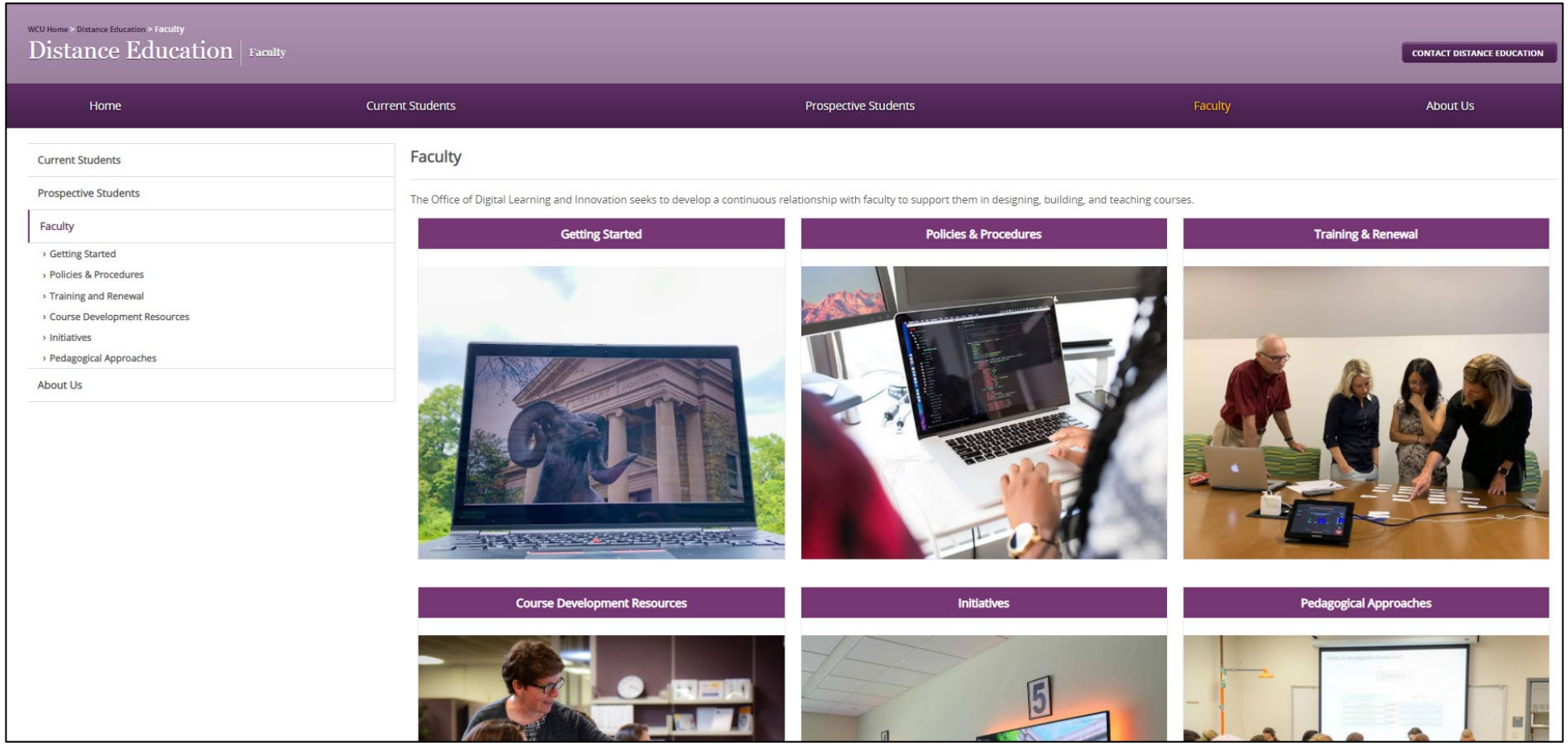
Kaltura: Add Media
Keefe, Lauren • 24 Views • 15d ago •

D2L: Share Your ePortfolio Presentation
Williams, Amy • 0 Views • 12mo ago •

SUPPORT & TRAINING

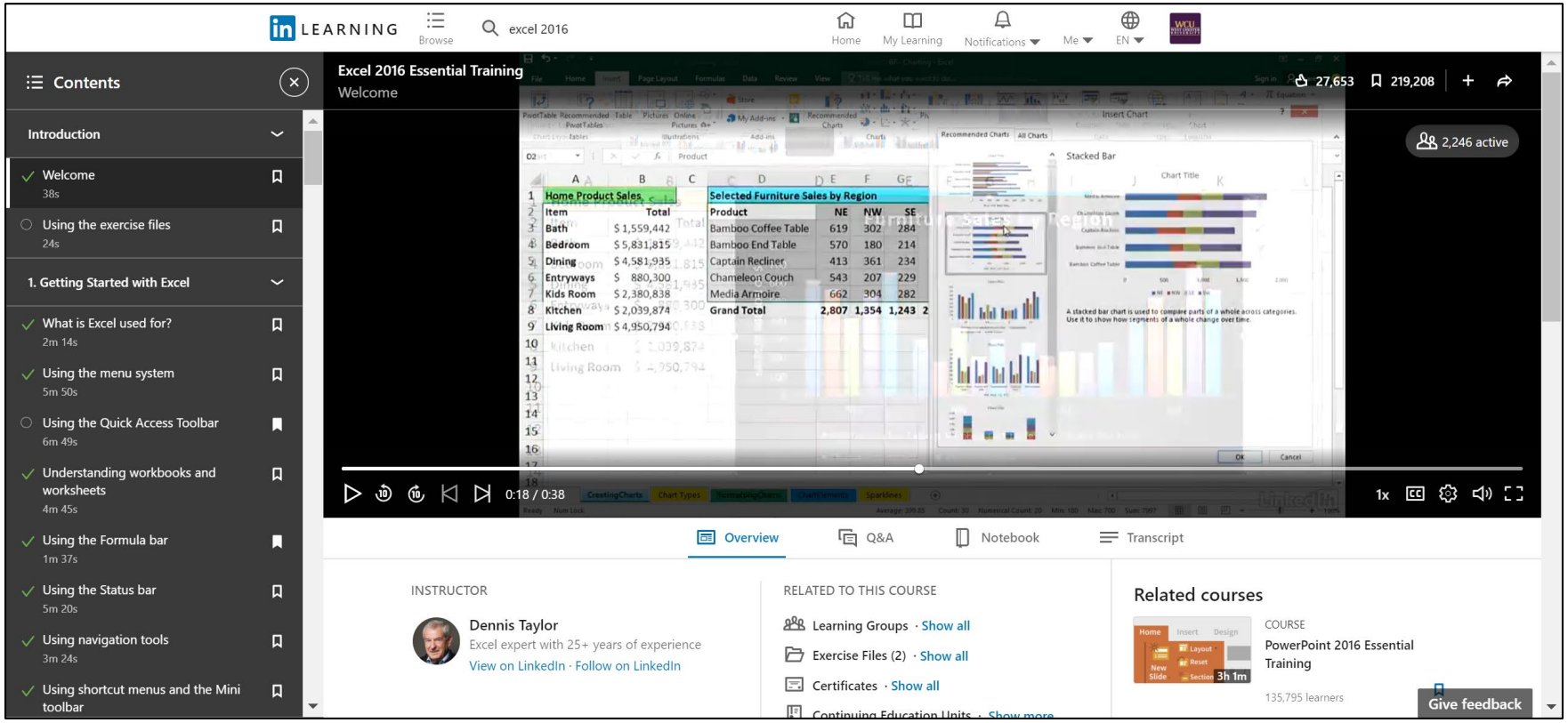
Office of Digital Learning & Innovation (Distance Education)

www.wcupa.edu/distanced



SUPPORT & TRAINING LinkedIn Learning

www.wcupa.edu/linkedinlearning



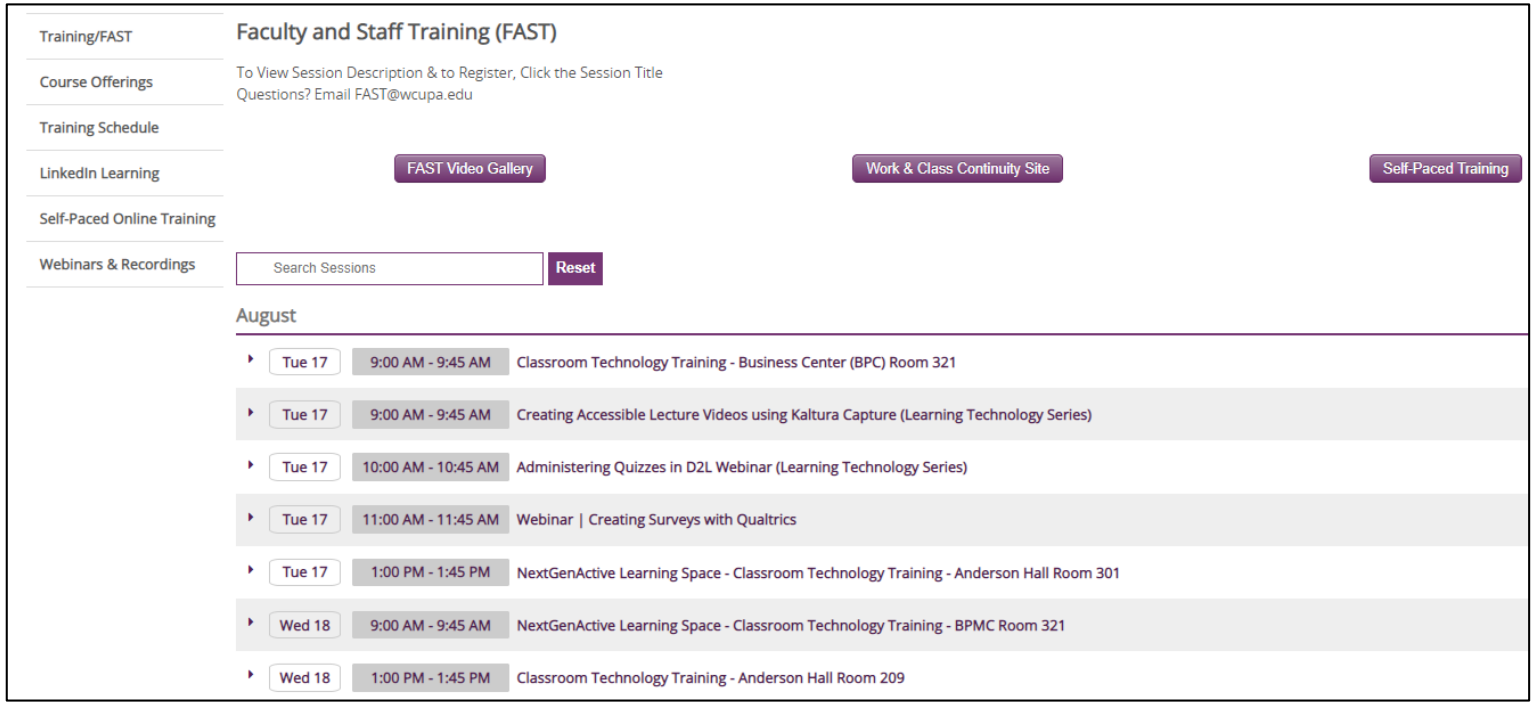
SUPPORT & TRAINING - Work Continuity Site

www.wcupa.edu/workcontinuity

SUPPORT & TRAINING – FAST (Faculty & Staff Training)

www.wcupa.edu/fast

The Faculty and Staff Training (FAST) unit supports WCU faculty and staff in becoming proficient in various applications, in addition to providing best practices in trending platforms (i.e., Office365, OneDrive, D2L, RamCloud).



SUPPORT – Training & Resources

ServiceNow Knowledge Base wcupaprod.service-now.com/sp	**Work Continuity/Class Continuity Site** www.wcupa.edu/workcontinuity
Office of Digital Learning & Innovation www.wcupa.edu/distanceed/	**Faculty & Staff Training (FAST)** www.wcupa.edu/fast
LinkedIn Learning www.wcupa.edu/linkedinlearning	**Faculty & Staff Training Video Gallery** www.wcupa.edu/fast **and select Webinars & Recordings**

COMMUNICATION

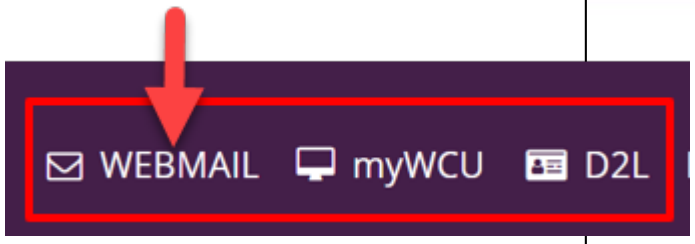
COMMUNICATION – Outlook/WebMail

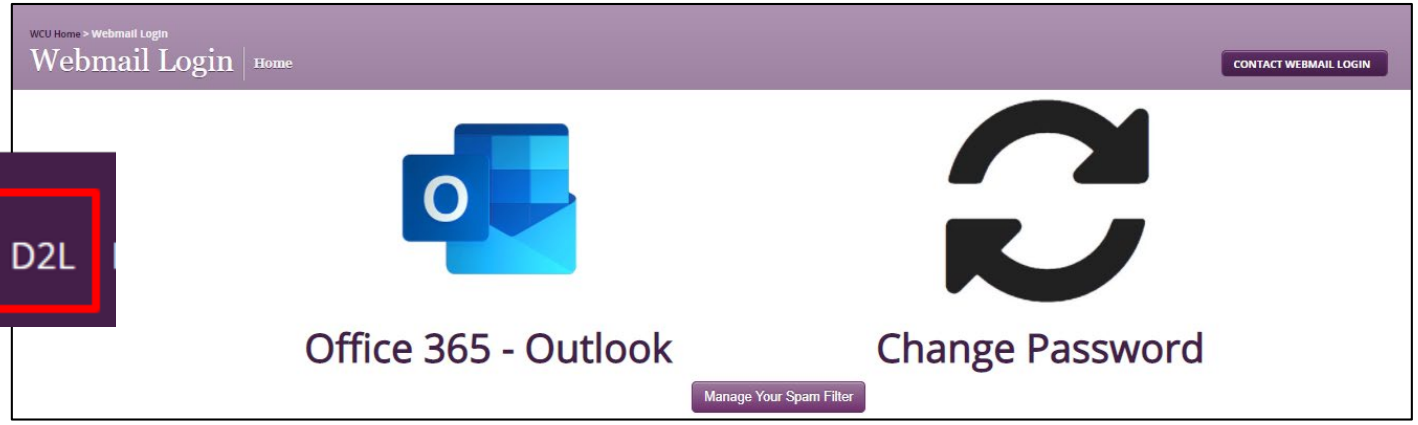
www.wcupa.edu/webmail

Microsoft Outlook (Office 365 Outlook or Exchange or Webmail) is available on any device. This is the “in” box for all of email.

Faculty can email from MyWCU (PeopleSoft) course roster or from D2L Learning Management System.

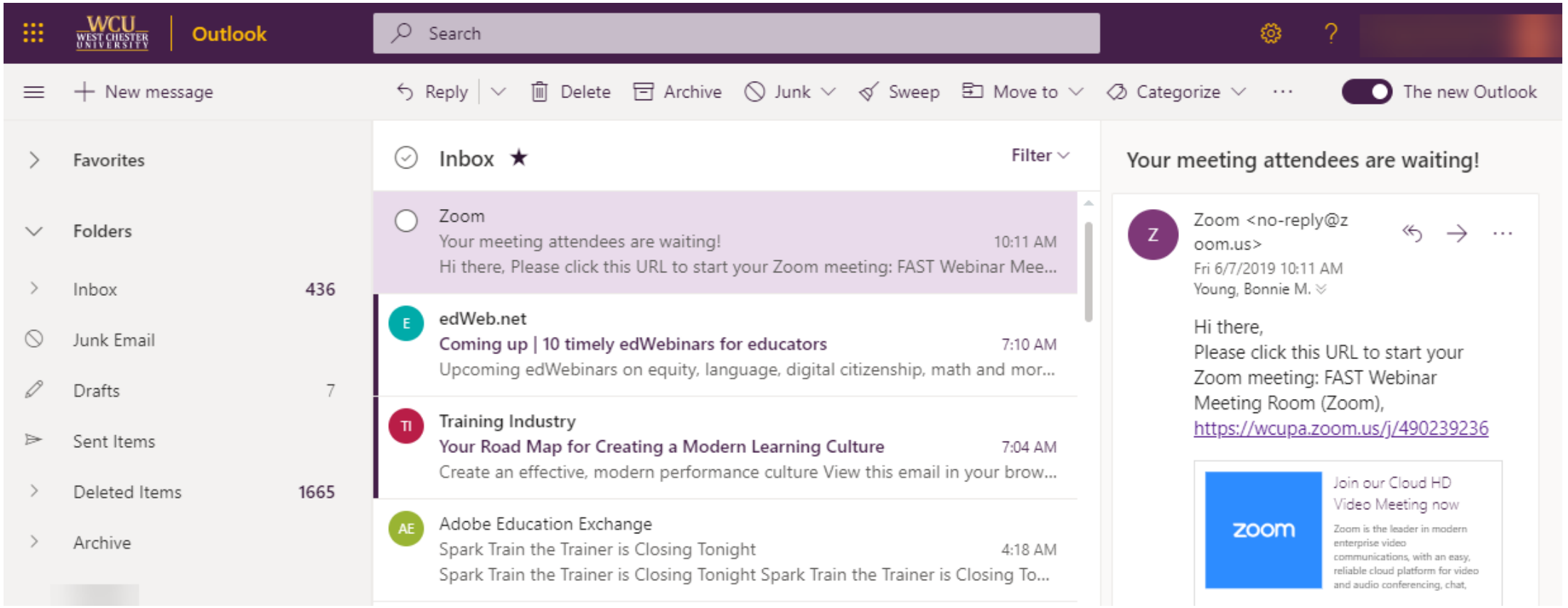
From the WCU website you can access your email, change your password or manage your Spam filter (more about that later).





COMMUNICATION – Outlook/WebMail

www.wcupa.edu/webmail

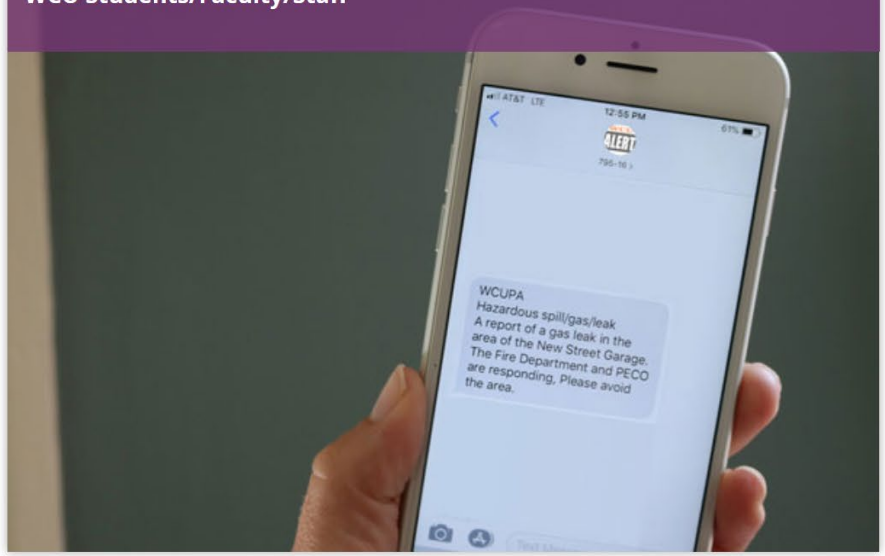


COMMUNICATION – WCU University Alert

www.wcupa.edu/wcualert

WCU ALERT sends direct text messages of WCU announcements including on-campus emergencies, inclement weather cancellations, delay openings, university closings and periodic test messages.

WCU Students/Faculty/Staff



FAQs/Help

COMMUNICATION – RamPhone Cisco Jabber & Cisco Unity Voicemail

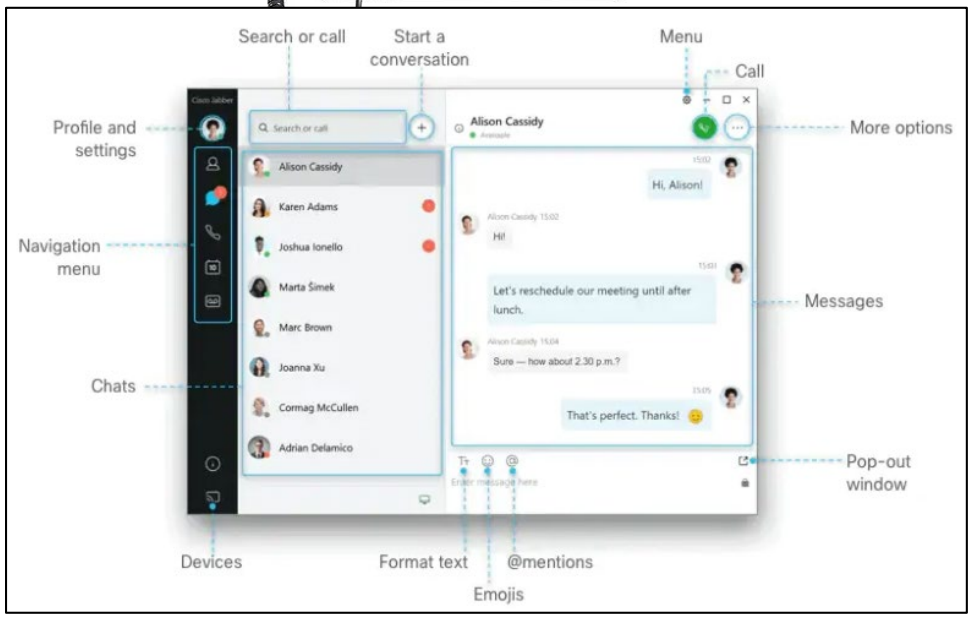
www.wcupa.edu/ramphone

CISCO JABBER

Cisco Jabber allows you to use your computer or a mobile device to instant message, place voice and video calls, and more all while using your WCU assigned telephone number.

To get started, you'll need to download and install the Jabber application.

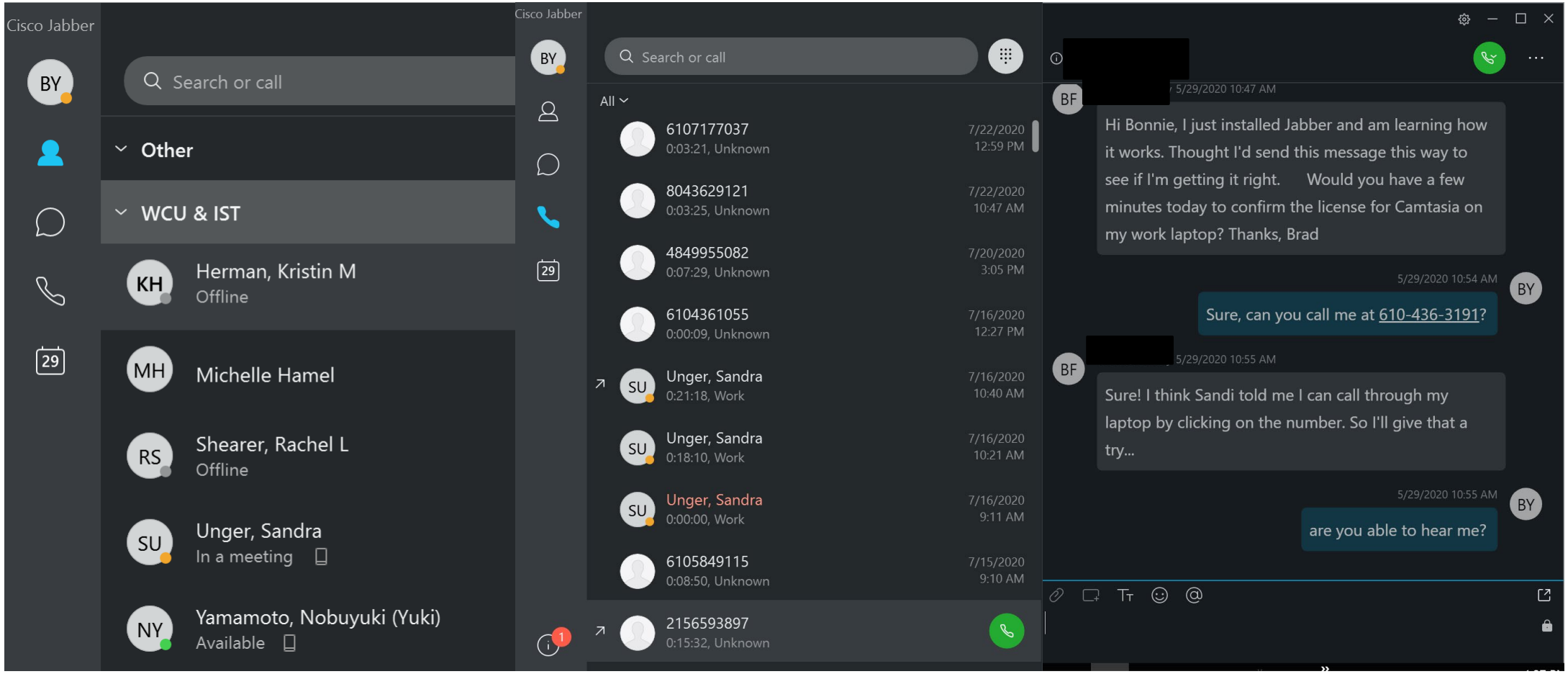
Click here for a brief demonstration.



CISCO UNITY CONNECTION VOICEMAIL

Cisco Unity Connection is a robust unified messaging and voicemail solution that provides users with flexible message access options. It lets users access and manage messages from an email inbox, Cisco Jabber, Cisco Unified IP Phone, or smartphone.

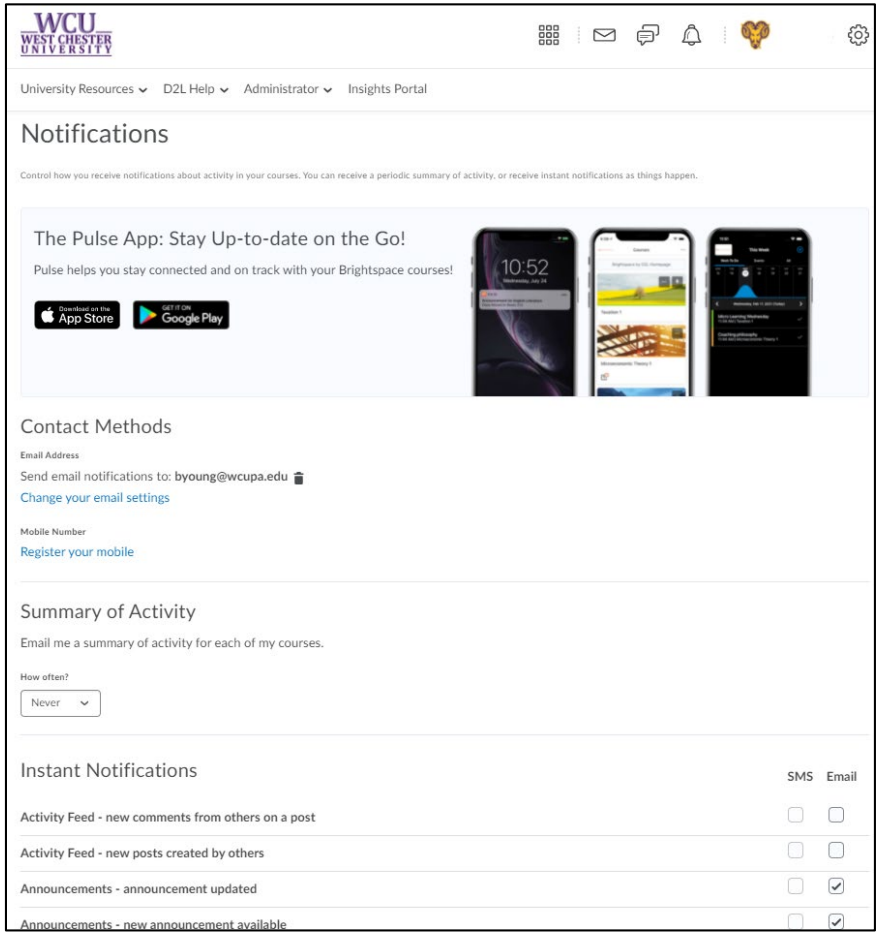
COMMUNICATION
RamPhone/Jabber



COMMUNICATION – D2L Announcements/ Notifications

Managing notifications allows you to control how you receive notifications about activity in your courses. Notifications can be delivered via email or SMS text message.

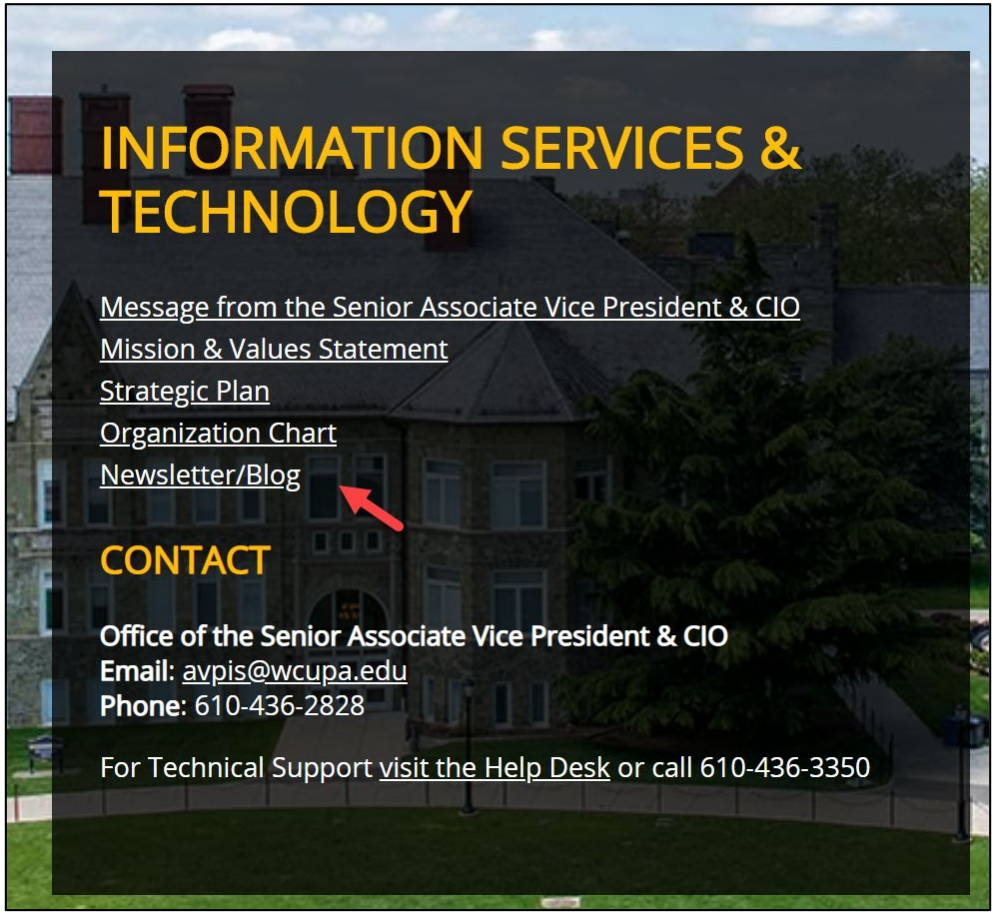
Posting an announcement in D2L does not produce an email to students unless they have notifications turned on.



COMMUNICATION - IST Newsletter

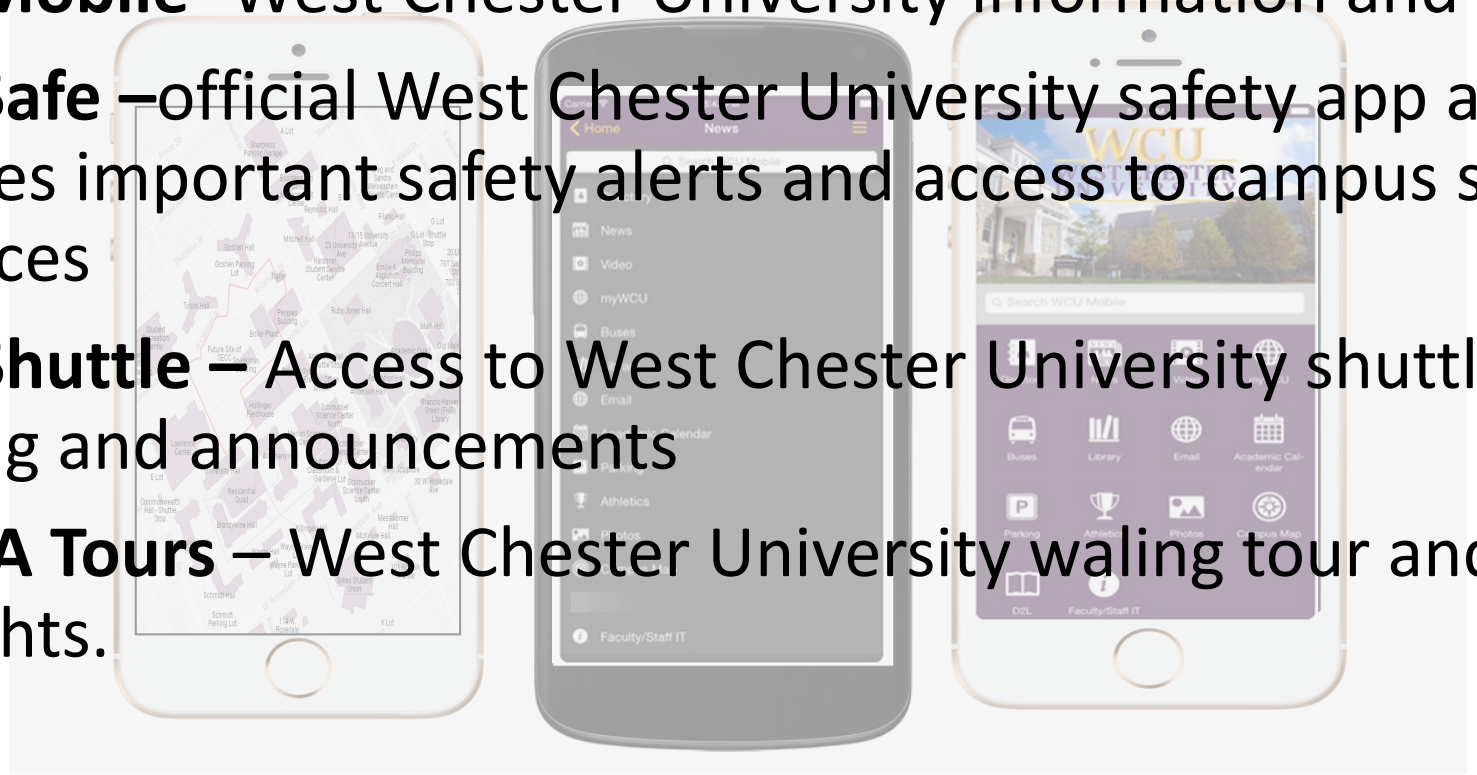
www.wcupa.edu/ist

IS&T Department sends out a semester newsletter to provide an overview of what changes are in store in the next few months. Please view the newsletter for exciting and important details about WCU technologies. Visit the www.wcupa.edu/ist website for more information.



COMMUNICATION - WCU Mobile Device Apps

- **WCU Mobile -**West Chester University information and News
- **WCU Safe –**official West Chester University safety app and provides important safety alerts and access to campus safety resources
- **WCU Shuttle –** Access to West Chester University shuttle bus tracking and announcements
- **WCUPA Tours** – West Chester University waling tour and campus highlights.



IT SECURITY

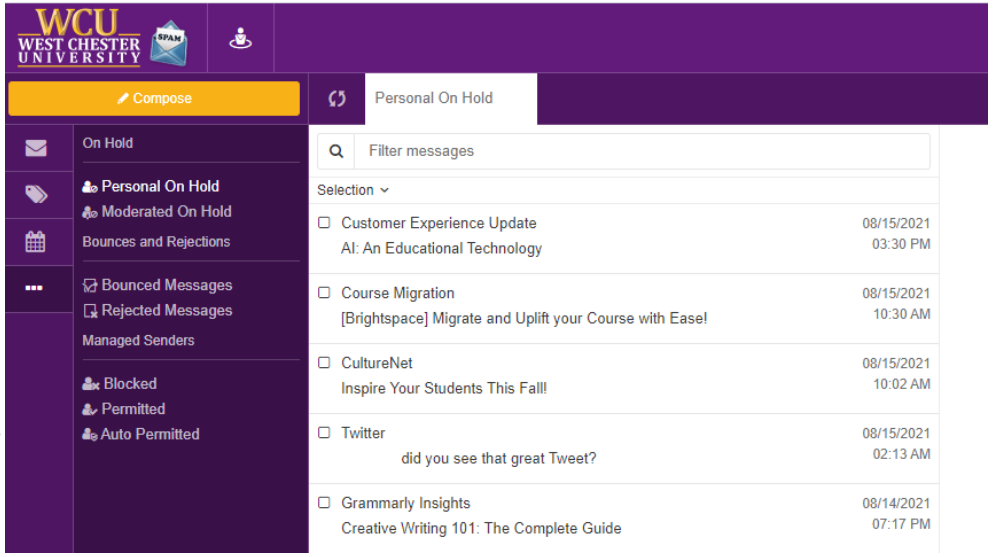
SECURITY – Email w/Mimecast

www.wcupa.edu/infoServices/security/

IS&T's email security protects against spam, malware and virus threat with Mimecast – a cloud-based service designed to simplify email risk management, heighten email security and improve cyber resilience.

You will receive a **daily antispam quarantine** report (usually around 9pm each evening). The report will provide details of any emails received which Mimecast placed in the Hold queue (quarantined) for either being identified as potential spam and/or containing a specific type of attachment deemed to be suspicious.

You can access the **Mimecast Personal Portal** (www.wcupa.edu, select WebMail, select Manage Spam Filter) and choose to **reject** the email, reject the email & block the sender, reject the email & block the domain OR **release** the email, release email & permit address, release email & permit domain.



SECURITY – DUO MULTIFACTOR AUTHENTICATION

DUO Multifactor Authentication

Duo Security uses **two-factor authentication** to verify your identity to ensure that the person trying to access your account is indeed you. It is called two-factor authentication because it uses two forms of authentication to verify your identity: 1) something you ***KNOW*** and 2) something you ***HAVE***.

First, when you visit a secured West Chester University application, you will provide something you *KNOW* - your West Chester University Username and password.

Secondly, you will use something you *HAVE* - a physical device such as a smartphone or tablet to verify your identity to complete the login. This approach protects your WCU account from fraudulent access and you are then granted secure access to that specific application.

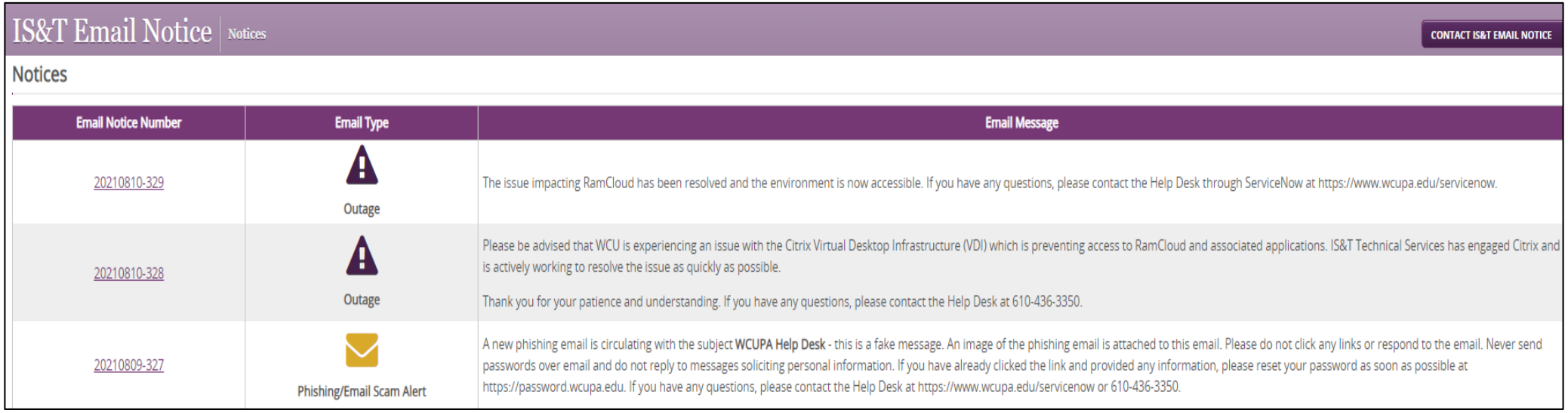
If you clear your cache, change computers or browsers, you will have to authenticate again.

WCU IS&T Official Notifications

WWW.WCUPA.EDU/ISTNOTICES

IS&T has a verification website for official IS&T campus notifications. All official email notices can be **verified** on the website by matching the unique **Email Notice Number**

If an email notice does not appear on the website, they are likely false messages and should be treated as SPAM/Junk email



SOFTWARE & TECHNOLOGY

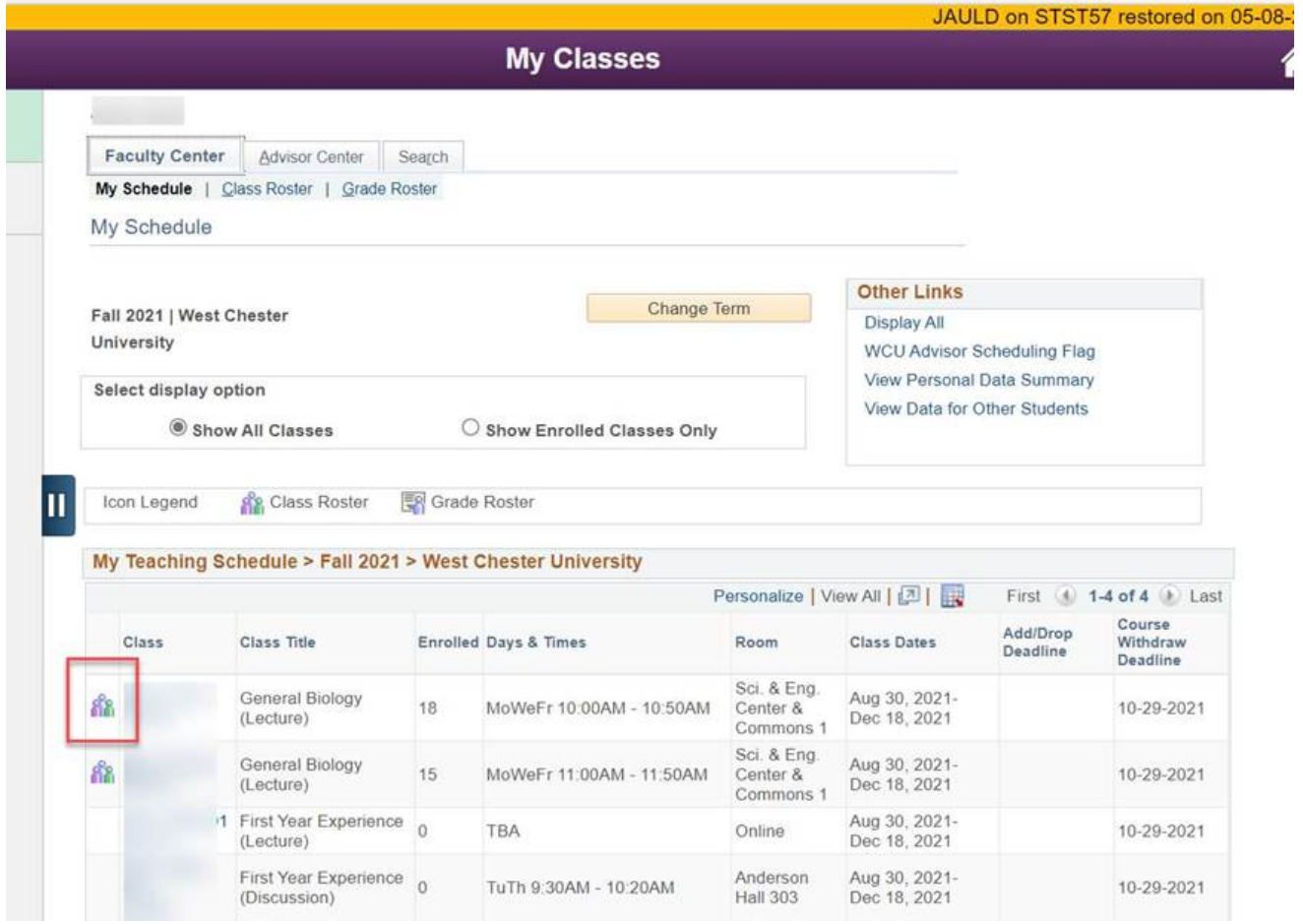
SOFTWARE & TECHNOLOGY

MYWCU/PEOPLESOFT

MyWCU (Peoplesoft) is the Student Information System. Faculty can access work schedule, enter advisor notes, complete attendance roster requirement (when attendance roster is available), as well as enter official grades (when grade roster is available)

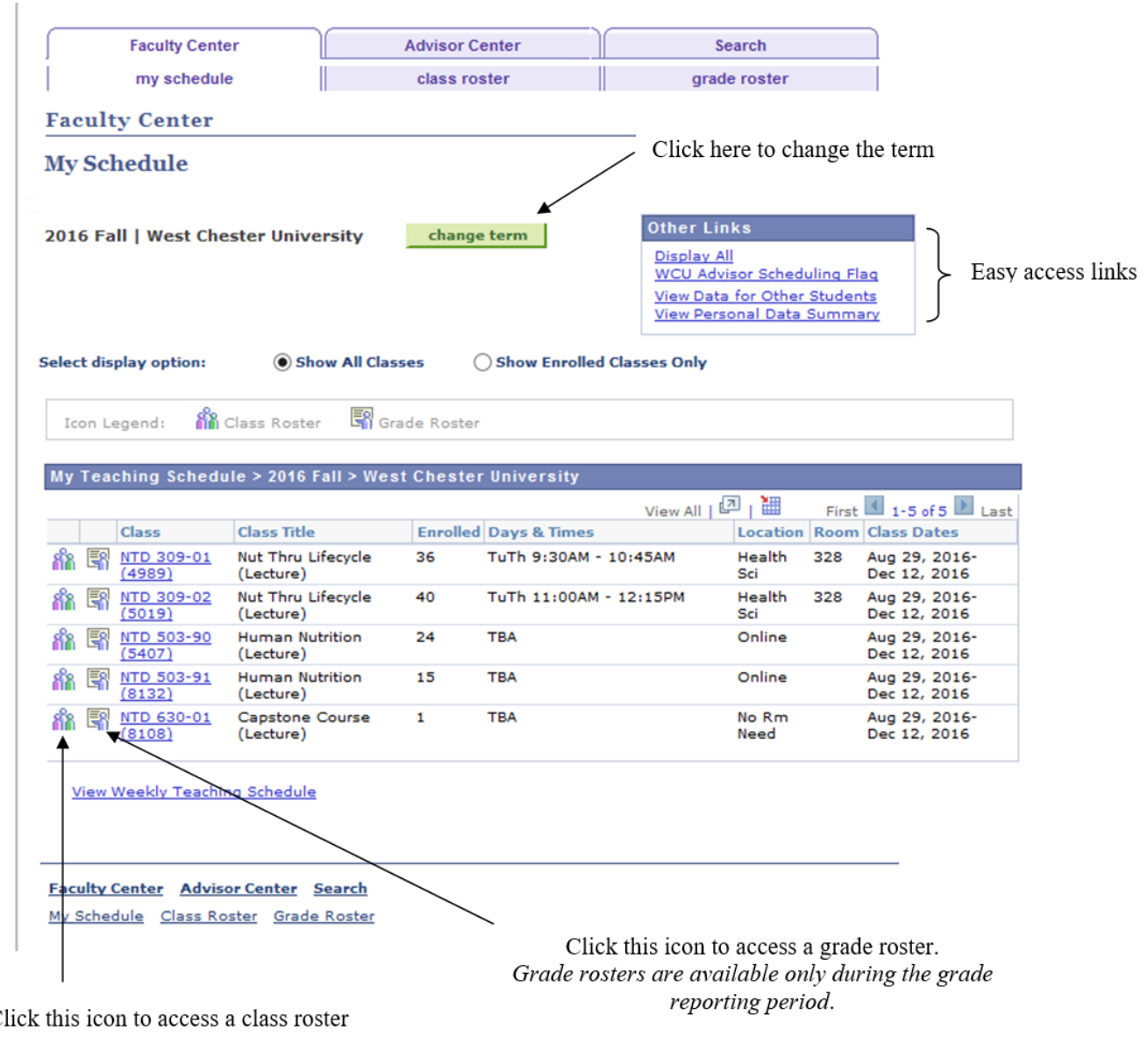
Faculty can also view student information, email class roster and access other Student Information details depending on role at the University.

Visit MyWCU and be sure to check your class roster (compare to D2L Course Roster).



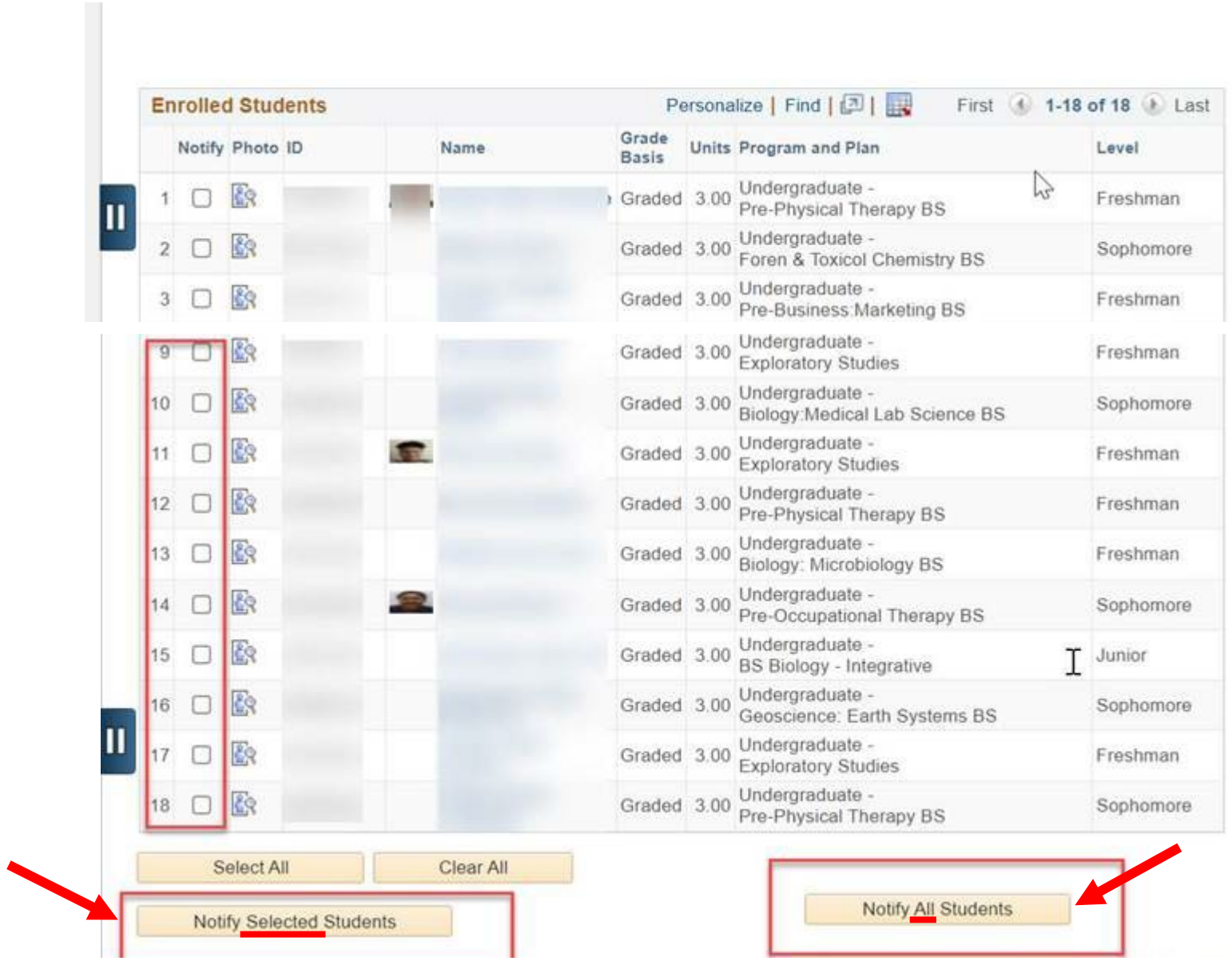
Student Information System (MyWCU)

Class & Grade Roster



Student Information System (MyWCU)

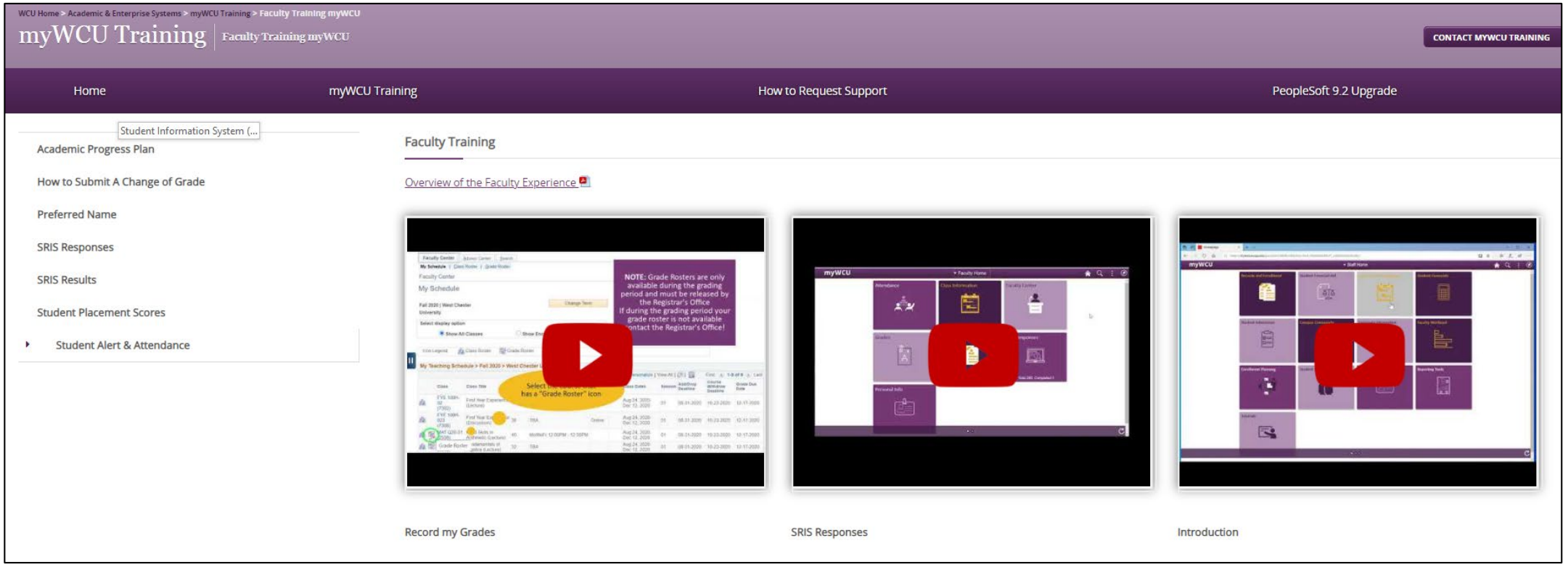
Email Class Roster



Student Information System (MyWCU)

Video Tutorials, Training & Support

www.wcupa.edu/academicEnterpriseSystems/training/faculty.aspx

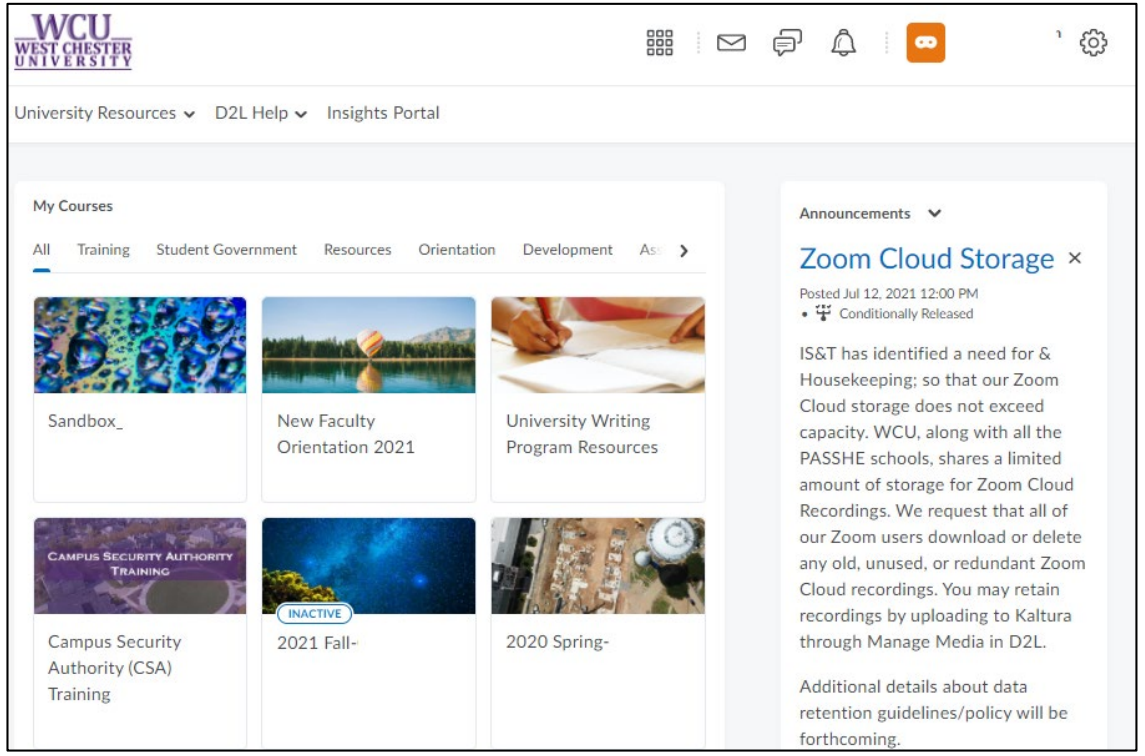


SOFTWARE & TECHNOLOGY

D2L (Brightspace) Learning Management System

https://www.d2l.wcupa.edu

Brightspace by D2L is the Learning Management System used by the university to support education and offers a highly personal learning experience that connects faculty and students to collaborative learning tools, activities, resources and content.



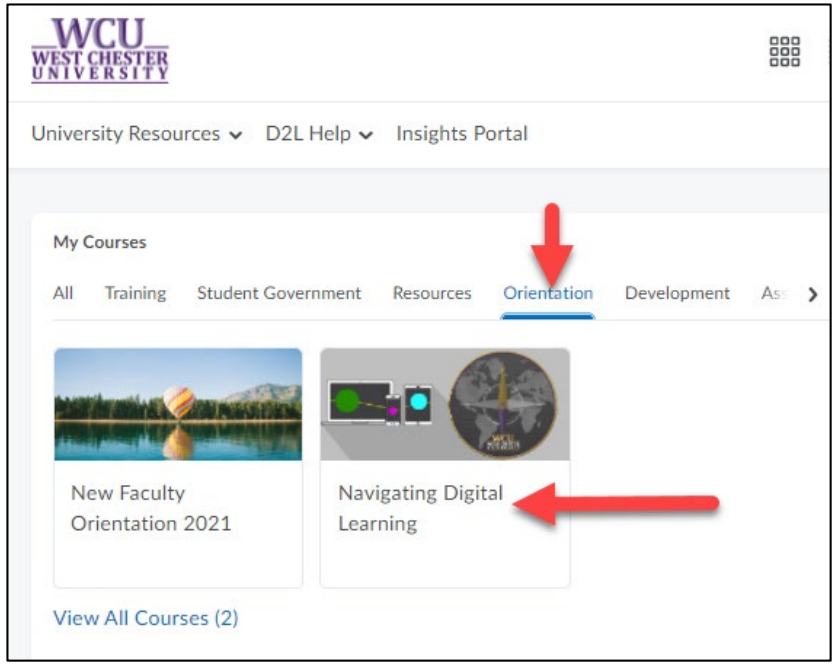
SOFTWARE & TECHNOLOGY

D2L (Brightspace) Learning Management System

https://www.d2l.wcupa.edu

DIGITAL LEARNING ORIENTATION IN D2L

Students new to online learning or the learning management system, Desire2Learn (D2L), can complete short tutorials on learning technologies and digital skills provided through the D2L site called Navigating Digital Learning.



SOFTWARE & TECHNOLOGY

D2L (Brightspace) Learning Management System

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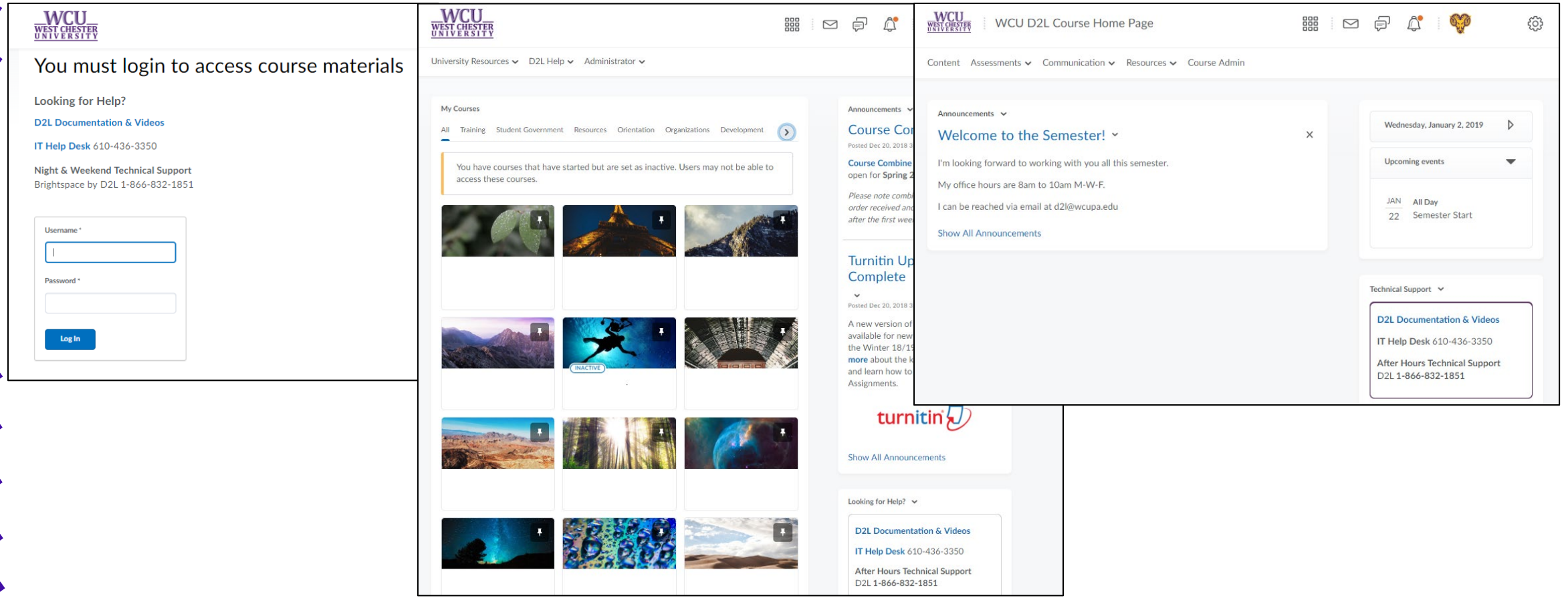


SOFTWARE & TECHNOLOGY

D2L (Brightspace) Learning Management System

https://www.d2l.wcupa.edu

WHAT CAN YOU DO IN D2L?

- Post **announcements**
- **Upload Content** (PDF, Media, Word, Excel, etc. File Types)
- **Embed** Media Files such as lecture recordings
- Administer timed and untimed **quizzes** and **exams** (ability to have random questions, answers). Quizzes & Exams can be automatically graded (unless long answer questions)
- Create **collaborative discussions forums** for groups or individuals
- Create a **gradebook** for students to view their grades throughout the semester
- Integrate your **Zoom** sessions within the D2L course site
- View Class/Student **Progress** in the D2L course site
- Send **Emails** to individual students or class roster
- And much much more!!
- Meet with a D2L Consultant for 1:1 (submit via ServiceNow) or attend FAST Training (visit www.wcupa.edu/fast)

SOFTWARE & TECHNOLOGY

D2L (Brightspace) Learning Management System

https://www.d2l.wcupa.edu

Examples of Other Tools Used Within D2L Brightspace

TURNITIN

- Turnitin can be used to check the originality of student work and to detect possible plagiarism. Turnitin is freely available within D2L, however, it must be enabled for a D2L Assignment before students begin uploading their submission

EXAMITY/PROCTORIO

- Regardless of the proctoring solution that you choose, contact the Office of Distance Education so that your D2L course may be connected to the appropriate proctoring service.

KALTURA/MANAGE MEDIA

- My Media/Manage Media is a video streaming service (Kaltura) to upload, store, and manage media files for use in a D2L Course site. Media can be embedded into a course for content, assignments, quizzes, and discussions.

SOFTWARE & TECHNOLOGY

D2L (Brightspace) Learning Management System

https://www.d2l.wcupa.edu

REMINDERS!!!

You, as faculty, are the only person who can/should "**activate**" your D2L course site for students to be able to view content, etc.

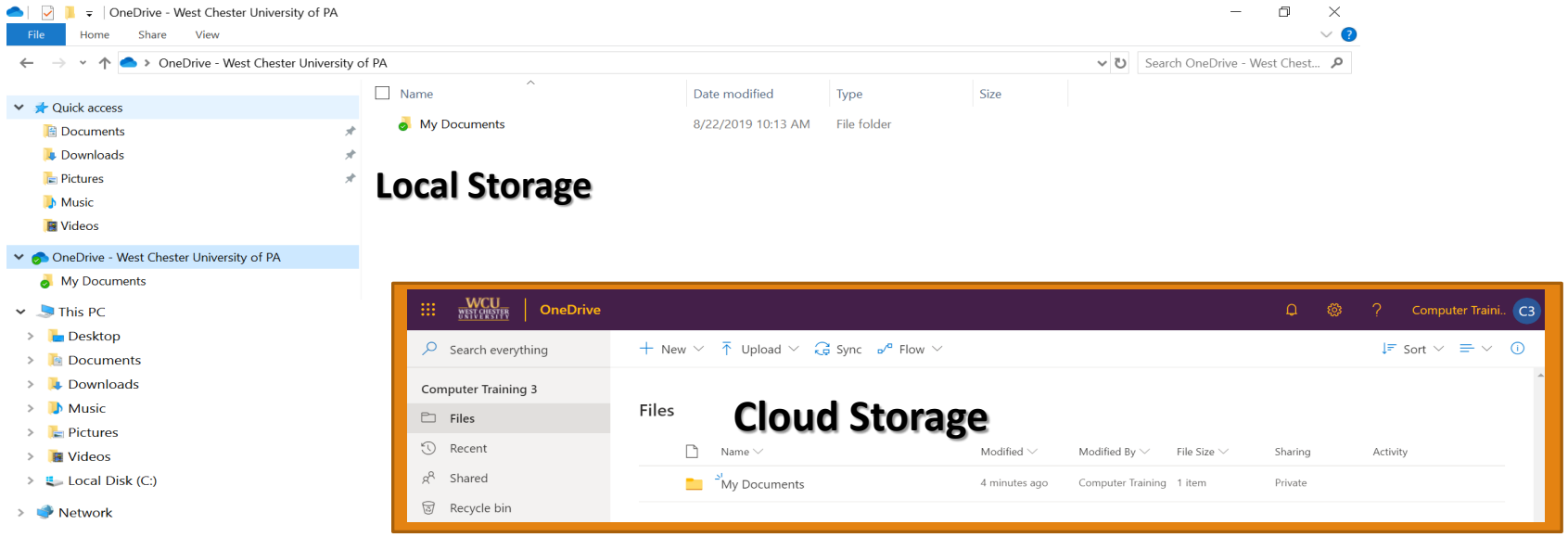
When you post an announcement, only those students who have their notifications turned on will be able to view the announcement details via email or text. Those without notifications on will only be able to view the announcement when they login and view course home.

Check the D2L Course roster against your MyWCU Course Roster to be sure all students are accounted for.

SOFTWARE & TECHNOLOGY

MICROSOFT OFFICE 365 & ONEDRIVE

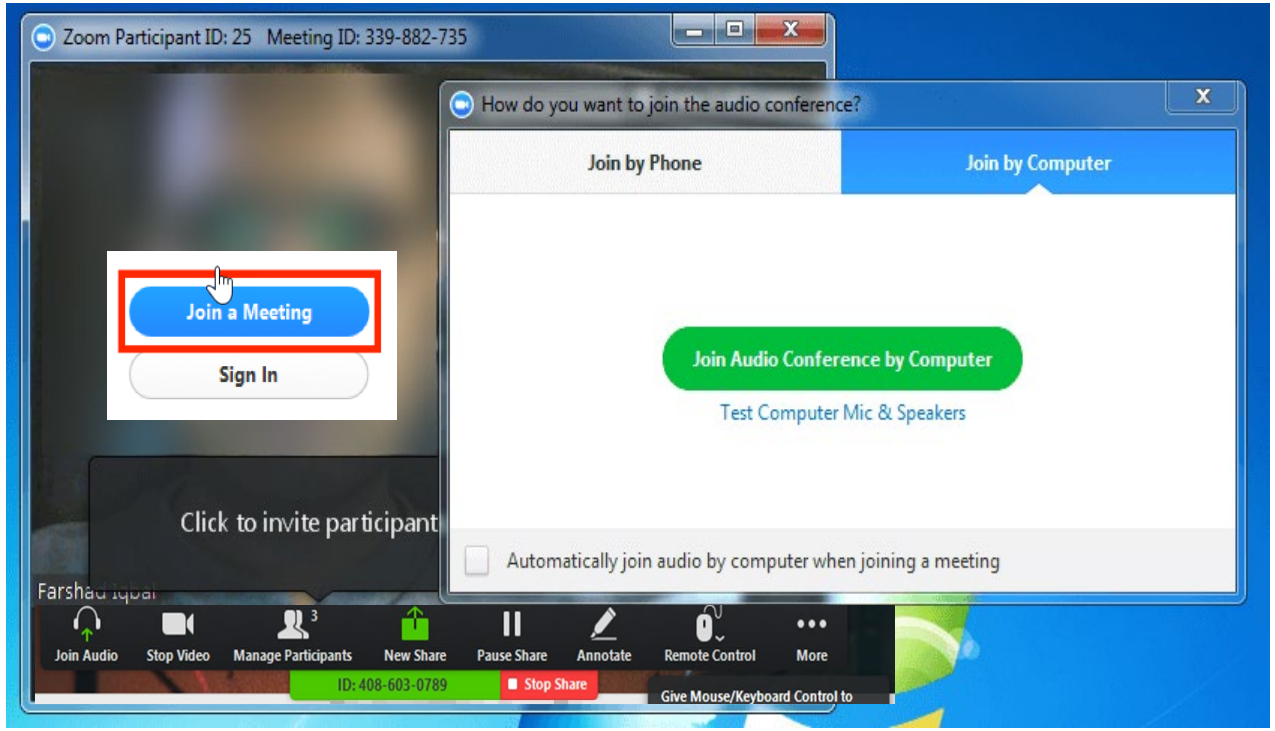
Microsoft 365 is a toolset that includes Office productivity tools, such as Word, Excel and PowerPoint, on your computer, your mobile device and online via web browser in the cloud. Office 365 includes a fully installed desktop application for Word, Excel, PowerPoint, OneNote, and other programs which can be installed across multiple devices, including PCs, Macs, Android tablets, Android phones, iPad, and iPhone, personal or University owned.



SOFTWARE & TECHNOLOGY

ZOOM WEB CONFERENCING

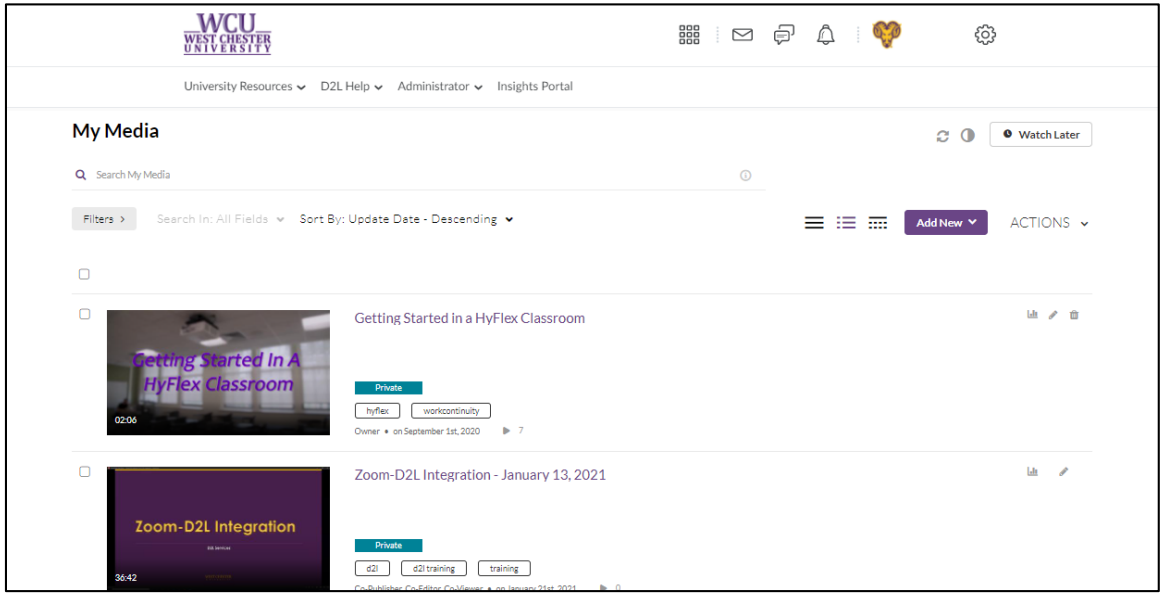
Zoom Video Communications is the primary Web-Conferencing tool at WCU for courses. Zoom can be used on any device and provided the ability to share desktops, provide breakout sessions and record lectures.



SOFTWARE & TECHNOLOGY

KALTURA MEDIA REPOSITORY

- Kaltura Media Repository is a video streaming service (Kaltura), to upload and manage media files for use in a D2L course. Standard playback of various file types, devices, operating systems, browsers. Media can be inserted to many areas of D2L such as Announcements, Content, Feedback, Assignment descriptions, Quizzes/Surveys, or Discussions. Machine captions are generated in the repository.



KALTURA PERSONAL CAPTURE

- Kaltura Personal Capture is a tool to record and edit screen casts of your screen, webcam, and microphone using Kaltura Personal Capture.

SOFTWARE & TECHNOLOGY

QUALTRICS

- Qualtrics is a web-based tool for building and administering surveys and is available to all WCU faculty, staff and students

RAMCLOUD

- RamCloud is a Virtual Desktop Infrastructure (VDI) system which allows us to securely deliver applications for faculty and students to learn and work from any location using any device (including mobile devices) whether university owned or personal

SOFTWARE & TECHNOLOGY

SHAREPOINT

- Microsoft SharePoint is a cloud-based service that can be used to securely store, organize, share, and access information. Many departments on campus use SharePoint for file sharing and collaboration. Any WCU employee with a valid network account can access SharePoint from both on or off campus. Assigning specific permission levels to users is what makes SharePoint a secure site.

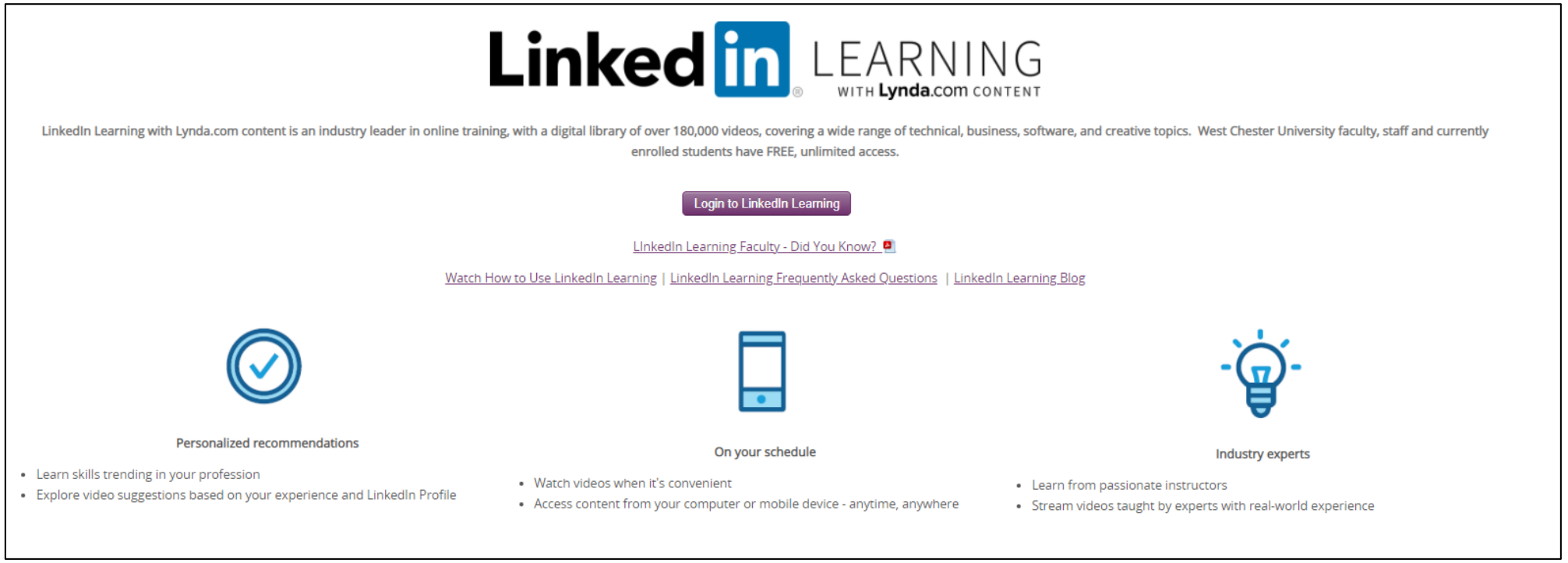
ADOBE CREATIVE CLOUD

- Adobe Creative Cloud is a collection of 20+ desktop and mobile apps and services for photography, 3D design, video production, web design and UX/ UI design. This tool suite will be available this fall for students enrolled in programs within College of Arts and Humanities and Wells School of Music.

LINKEDIN LEARNING

www.wcupa.edu/linkedinlearning

LinkedIn Learning with Lynda.com content is an industry leader in online training, with a digital library of over 180,000 videos, covering a wide range of technical, business, software, and creative topics. West Chester University faculty, staff and currently enrolled students have unlimited, 24/7 access.



ON CAMPUS & CLASSROOM TECHNOLOGY

ON CAMPUS & CLASSROOM TOOLS

RAMNET

- a secure network to connect their phones, tablets, and laptops, using your WCU username and password

COMPUTER LABS & CLASSROOM LABS

- Students with a valid University account may use any of the Student Computing Labs conveniently located in academic buildings, throughout the campus.

RAMPRINT

- Students with a valid University account and RamCard may use any of the RamPrint printers conveniently located in academic buildings, throughout the campus

ON CAMPUS & CLASSROOM TOOLS

RAMCAST

Wireless connection for your device to the projector in the classroom

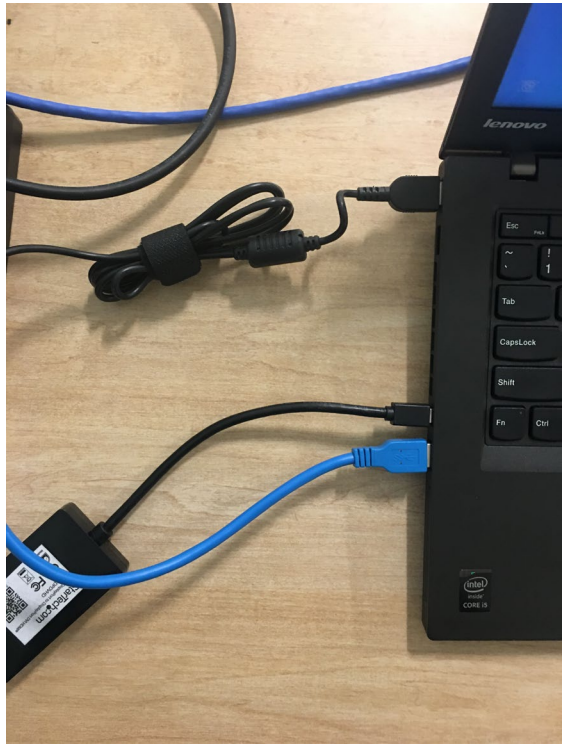
WEB CONFERENCING CLASSROOM WITH ZOOM

The Web Conferencing with Zoom Classroom system is designed to add room audio and video to a Zoom session for connecting to remote learners and includes ceiling or wall mounted camera and microphone.

NEXT GENERATION/ACTIVE LEARNING SPACE

Some classrooms are setup with movable chairs/tables as well as multiple display monitors for group interaction and collaboration

Connecting to the Web Conferencing with Zoom Classroom Environment



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ACCESSIBILITY NOTES

READSPEAKER

ReadSpeaker is a text-to-speech tool in D2L that speaks the content that is written on a page. Comprised of WebReader and DocReader, ReadSpeaker helps users to process information in different ways

CAPTIONING IN KALTURA

All videos added to your My Media (Kaltura) now have automatic, machine-generated closed captions. These captions are editable within My Media. The machine-generated captions are intended to be a base for creating accurate captions with the editor and also to enable users the ability to search and interact with transcript while watching a video

ZOOM RECORDING TRANSCRIPTS

If the Zoom meeting is recorded, a transcripts will automatically be created for the recording with the ability to download and distribute

WHAT TO DO NEXT - LOGINS

- ✓Login to **D2L** www.d2l.wcupa.edu and check out your course sites – are they active? (do not make active until ready for student view)
- ✓Login to **MYWCU** www.my.wcupa.edu and check out work schedule, course rosters, etc.
- ✓Login to **ZOOM** www.wcupa.zoom.us and create your Zoom Meeting Rooms for each course – be sure to include the Zoom Meeting Link in your communication to students.
- ✓Login to **LINKEDIN LEARNING** www.wcupa.edu/linkedinlearning, browse the extensive library of video tutorials – copy any URL's and include in your course site or emails to students
- ✓Download **KALTURA PERSONAL CAPTURE** www.wcupa.edu/kalturapersonalcapture if you are interested in recording your computer, audio and video

WHAT TO DO NEXT

- ✓Access **ONEDRIVE** www.wcupa.edu/office365 folder to be sure your WCU files are syncing - Contact IS&T Help Desk if you do not have the *OneDrive-West Chester University* folder on your computer.
- ✓Visit & Register for **FAST TRAININGS** or View Pre-recorded Webinars www.wcupa.edu/fast
- ✓Visit the **WORK AND CLASS CONTINUITY** websites www.wcupa.edu/workcontinuity
- ✓Visit **SERVICENOW** www.wcupa.edu/servicenow, login and browse the knowledge base

WHAT TO DO NEXT - HELP

Visit the ServiceNow portal
https://wcupaprod.service-now.com/sp
or call IS&T Help Desk at 610-436-3350

Thank you for your time!
Good Luck!

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