

SEPTEMBER I.T. NEWS

Welcome Fall! This is full of lots of good information as we roll towards the middle of the semester. As usual a .pdf version is attached for later reading or printing. I also included the Faculty Back to School Top 10 Tips that was sent in August.

Relax with a Pumpkin Spice of your choice and see what is up with I.T.

[Reminders](#)
[Help Desk Stats](#)
[ECN Updates](#)
[OneDrive](#)
[Classroom Updates](#)
[Atomic Learning](#)

REMINDERS!

DO NOT UPGRADE YOUR WALSH COMPUTER to Windows 10!

I.T. is in the process of testing various programs to be sure Windows 10 will support what the University community needs.

Register or Re-register for Password Self Service.

Over the summer an update was made to the LADSS which is our self-service password system that you signed up for when we were rolling out OneDrive. The system is now requiring folks to re-register with your questions. Instructions are on the Walsh website at www.walsh.edu/password-reset

OneDrive

More improvements have been made and OneDrive is better integrated with Office 2016. If you are not using OneDrive, please contact the Help Desk to get it set up. [More information in the article below.](#)

Office 2016

All campus computers now have Office 2016. It is also available in the Office365 portal for download to PC or Mac for your personal computers and devices. Be Aware, the Office 2011 download for Mac will be removed from the portal September 22nd and only Office 2016 will be available for Mac.

As part of our agreement with Microsoft we have a free download of the latest Office suite through the Office365 portal.

Get Social and Mobile

Download the Walsh University mobile app on your phone or tablet. This will allow easy access to ECN, Cavalier Center, email and more!



Keep up with I.T. by joining us on social media, Facebook and/or Twitter.



HELP DESK STATISTICS

I wanted to send a few interesting statistics about our help desk from the first few weeks of classes this Fall.

TOTALS:

1087 phone calls during our business hours (277 were Aug 29/30)

598 help desk tickets entered

197 walk up assistance to the Farrell Hall office (approximate, not everyone signed in)

The staff for the help desk is 2 full time and 1 part time person and approximately 5-8 part time student workers

ECN UPDATES

Meetings Tool in ECN

The Meetings tool in ECN has been removed. If you are doing any videoconferencing or presentations with your courses in ECN, please contact Jennifer Loudiana to use the BlueJeans videoconferencing tool.

If you have used the Meetings tool and had recorded meetings, contact Jennifer Loudiana to review the Archive to retrieve those recordings.

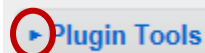
Link for students to register Clickers

If you are using Clickers, students must have a license and register them for you to associate a student to the quizzes or tests you are using.

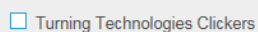
If they are not associated, the results for any polling will not be matched to the student.

To add the link to your course menu in ECN.

1. Click Site Info in the Administrative section on the left side of the course
2. Click Edit Tools
3. Scroll to the bottom of the list and click the arrow to expand Plug In tools



4. Click on Turning Tech Clickers check box



5. Click Continue
6. Click Finish.

The link will now appear on the left side in the Course Tools section.

Student Registration of Clickers

- a) Students must purchase a license if they are not buying a new clicker, these come with a license
- b) Students click on the link in your course
- c) They will be asked to enter their WALSH EMAIL ADDRESS! Not any other, it must be their Walsh email address

- d) Click the Create box
- e) Proceed to enter information, including password to create an account.

Once their account is created it will link them to ECN (LMS), they will then be able to enter their license code and register their Clicker device.

If they register and do not have the device or license code they can go in through the link again and enter their Walsh email address and then click Sign in with the password they created previously.

How can I see who has registered?

Instructors need to use the Turning Point Cloud software to see their roster. In the roster it will show Device ID and if they have registered their licenses.

The integration in ECN also allows instructors to have their grades import into the Gradebook in ECN.

For more information and assistance, check out the links below. You may also contact Jennifer Loudiana or Dr. Melisa Barden for information and assistance.

[Guides to using the software](#)

[Video Tutorials](#)

[Short training webinar schedule](#)


ECN TOOL HIGHLIGHT --- The Chat Room



There is a tool in ECN called Chat Room. This tool allows instructors and students to schedule or have impromptu discussion.

Instructors can start a chat in the Main Chat room.

Rooms can also be set up and scheduled. For example, online office hours to chat with students.

Click the Options button in the Main Room. 

Click Add Room



Fill out the form to create your room. Dates can be specified for the room to open and close and the message history can be saved for reference.

How to make your current course the course in the center of the tabs on ECN

I have been asked how to change the course that appears in the center between My Workspace and My Courses on ECN.



1. Click on My Workspace
2. Click Preferences on the left menu
3. There are 3 columns with all your courses listed.
 - a. My Workspace is the middle column
 - b. Active Sites are what appear in the My Courses drop down
 - c. Archived Sites do not appear in the drop downs but are still associated with your log in.
4. Drag the course you would like in the center to the My Workspace area.
 - a. Only the top course will appear in the button.
5. Repeat the dragging and dropping to move courses to the Archived column.

Favorite Sites (in top bar)

My Workspace

Administration Workspace

Active Sites (your drawer)

BUS 326 IQ Sp15

CHD 780 F14

CHD 780 Sp15

Archived Sites
alphabetically

Degree Com

6. When finished, scroll to the bottom and click Update Preferences.

ONEDRIVE

We have been on Office365 and OneDrive for nearly 2 years. We started migration in December 2014 with the HR/Finance Department and completed migration in the Spring 2015 with the Facilities Department. After the initial migration, we offered additional training and individual sessions for OneDrive migration well into June 2015 and the 2015/16 school year.

There are still folks that have not migrated or if they are having an issue, have not reported to the help desk for assistance. Many are using OneDrive and find it easy to use to retrieve information when teaching the classroom or if you forgot a file to retrieve or work on a file away from your office or campus. Since the move to Office2016 OneDrive is much more stable and works much easier. Microsoft is continually improving OneDrive and the products on Office365, this is not a static service.

What are the advantages to moving to OneDrive?

- Files are saved on your computer and copied to the Cloud backup. Microsoft takes care of the backup.
- Once you have done the initial migration and set up it is nearly maintenance free.
- Access to files offline on your computer and when you are back on line those files will be copied up to the Cloud backup.
- Version control. If you deleted a section of a document you can go back a version, or 2 or 3 and retrieve the old version. This can be done both on your local machine (if on the internet) OR on the web. I do this all the time I am using a file as a template and forget to rename it, just go back a version on the old copy.
- 60 days of Recycle bin backup online if you delete a file. Deleted files on your computer still go to the Recycle bin on your computer.
- Sharing and collaborating on the same document. No need to send copies and not sure which one is the most current. If you work online everything automatically saves and again there is version control on shared files.
- EVERYONE has 1 Terrabyte of space of their own for their files and folders.

How much space is a Terrabyte and what can that hold? [View a Quick Prezi to give you an idea.](#)

IMPORTANT!!!

If you have not moved files to OneDrive

and are storing them on your own device or your Walsh computer, I.T. CAN NOT guarantee their backup or safety. We recommend moving to OneDrive, please contact the Help Desk for assistance.

If you are using OneDrive and have questions or are having trouble,

please contact the help desk and we can work with you to resolve the problem.

If you are using another service

such as Dropbox or Google Drive for Walsh materials, we cannot retrieve this information if someone were to leave Walsh, using OneDrive allows us to administratively access files, email and information if needed.

If you have questions or need help on how to use OneDrive

Training for groups, departments or schools can be arranged, please contact Jennifer Loudiana.

CLASSROOM UPDATE

VCRs are being phased out of the classrooms.

VCRs are going to be a thing of the past ☹️ [The last VCR came off the assembly line July 2016 in Japan.](#)



Going forward as the VCRs stop working they will not be replaced.

We will support DVDs and online media in the classrooms and the new building will not have VCRs available in the classrooms

The Walsh Library has many resources for video, start at library.walsh.edu

- Search from the Digital Video tab on the library home page for both DVD and online videos
- Click the Films on Demand link to search the Films on Demand collection of online videos and clips.

[Start here to search Films on Demand for video clips](#)

- They have a new service called Kanopy, begin that search by clicking Kanopy on the Films on Demand tab

OTHER VIDEOS: [Annenberg Learner Programs](#), [Kanopy](#)

Also, for more recent or popular videos if they are not available from the Walsh Library, the Stark County libraries and North Canton Public Library as well as other local libraries subscribe to hoopla Digital a video, music and book streaming service FREE with your library card.



Software Updates in the Classrooms

Over the summer a new image was put on the classroom and lab computers. The following new software or shortcuts were added:

- Adobe Creative Cloud
- Turning Point Cloud
- Blue Jeans app
- Office 2016
- Shortcut to Office365

Cord Maintenance was done in the classroom lecterns this summer. PLEASE do not unplug or move cords. If you are having an issue and need assistance, please contact the Help Desk.

Reporting Classroom problems or concerns – we don't know if there are problems unless they are reported to us, for any classroom issues please call 330-244-4357 (during our in person office hours) or email helpdesk@walsh.edu and describe the problem and let us know the room number.

New updated instructions for using the lecterns have been published. Please see the attached information.

ATOMIC LEARNING

Atomic Learning has updated their look and learning model for some of their courses. The new model is called HOONUIT and utilizes a Learnit, Doit, Shareit, Proveit methodology in some of their courses.

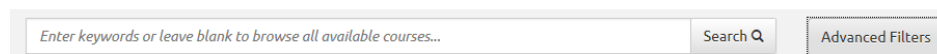
Check out this [video](#) to see how the new format works.


How do I find videos that are not about software?

After logging into Atomic Learning (go to www.walsh.edu/information-technology)

Click the Search tab

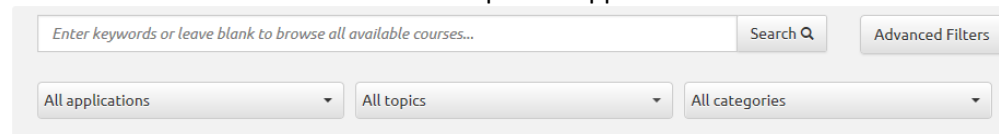
Click Advanced Filters







Enter keywords or leave blank to browse all available courses... Search  Advanced Filters

Click the All topics drop down to see a list of topics, for example Teaching Strategies

- A list of videos related to this topic will appear



Enter keywords or leave blank to browse all available courses... Search  Advanced Filters

All applications  All topics  All categories 

Top 10 Atomic Learning series watched this summer

1. ECN Meetings tool tutorial
2. Excel 2013 – Intro Training
3. How to Create an Advertisement for MyWalsh
4. Project 2013 Training – working with a timeline
5. Excel 2013 – Using Apps for Office
6. Atomic Learning Website – searching the training library
7. Java for Beginners Training – Java’s primitive data types
8. Excel 2016 – Excel spreadsheet structure overview
9. Office 365 at Walsh
10. PowerPoint 2013 – Intro Training

31 Faculty, Staff and Students learned through Atomic Learning this summer

11 Faculty/Staff and 20 Students

As always, questions, let us know.

Jennifer