

2019 Archived Announcements

Last Modified on 07/07/2020 8:22 am CDT

Below are the archived announcements from **2019** that were posted in the D2L Announcements widget by LSC-Online. The newest information is at the top. Please visit the [Announcements page](https://vtac.lonestar.edu/help/g005) (https://vtac.lonestar.edu/help/g005) for the most up-to-date information.

LSC-Online also provides other outlets of helpful information, including an [email newsletter](https://vtac.lonestar.edu/help/g006) (https://vtac.lonestar.edu/help/g006), a [video newsletter](https://vtac.lonestar.edu/help/a103) (https://vtac.lonestar.edu/help/a103), and an [event calendar](https://vtac.lonestar.edu/help/events) (https://vtac.lonestar.edu/help/events).

Name Change for TechSmith Relay Recorder Posted in D2L on Dec 19, 2019 12:00 AM

Later in December, TechSmith Relay will be updating the name of their Recorder from TechSmith Relay Recorder to TechSmith Capture. There will be no change to the functionality of the tool and no action required from users. This is only a visual change. The new logo will look like this:



Email in D2L Accounts Posted in D2L on Dec 16, 2019 9:49 AM

We have recently become aware that the email address associated with some D2L accounts has been removed. Only a small number of users have been affected. Those users may run into issues when trying to access TechSmith Relay, Turnitin, and other third-party integrations that use the email address as authentication. LSC-Online is currently working with OTS to resolve the issue.

Please contact the [Service Desk](https://lonestar.service-now.com/sp?id=sc_home&sc_catalog=e0d08b13c3330100c8b837659bba8fb4) (https://lonestar.service-now.com/sp?id=sc_home&sc_catalog=e0d08b13c3330100c8b837659bba8fb4) or [VTAC Chat](https://vtac.lonestar.edu/help/vtac-assistance#vtac) (https://vtac.lonestar.edu/help/vtac-assistance#vtac) if you notice you are no longer able to access third-party sites within your D2L course(s).

Scheduled D2L Outage Posted in D2L on Dec 10, 2019 2:55 PM

Beginning December 28, 2019 at 8 PM through December 29, 2019 at 12 PM, D2L will be unavailable. Please plan any course work around this time frame.

TechSmith Relay Improvements

Posted in D2L on Dec 9, 2019 10:24 AM

Later this month, TechSmith Relay will be releasing improvements to their D2L integration for better security and functionality. The first time you click a TechSmith Relay video link after the change, you will be prompted to connect Relay with your LSC email account. Once you have connected the accounts, you will be prompted to close the tab which will return you to D2L. This is a one time action. Once accounts are connected, you will not be prompted to do so again.

LSC-Online Campus Support Changes

Posted in D2L on Dec 2, 2019 12:00AM

Beginning in the Spring 2020 semester, instructional design support at the campus level will be reduced to two days per week. This change in support coverage is being implemented due to limited resources. LSC-Online will be requesting additional funds for the upcoming budget year in order to alleviate this issue, but the two-days-per-week coverage schedule will be necessary in order to ensure consistent support for our current seven campuses.

We realize this is not an ideal situation. It is our hope that this will just be a temporary measure until additional resources are secured.

For more information, including a proposed schedule, please visit the [Meet Your LSC-Online Representative page](https://vtac.lonestar.edu/help/a109) (<https://vtac.lonestar.edu/help/a109>) in VTAC.

VTAC Closure and Holiday Hours

Posted in D2L on Nov 26, 2019 9:00 AM

The Virtual Teaching Assistance Center (VTAC) will be closed beginning Tuesday, November 26, 2019 at 3 PM through Sunday, December 1, 2019 in observance of the Thanksgiving Holiday.

We will reopen for normal business hours beginning Monday, December 2, 2019. For immediate support or technical questions, you can still contact the 24/7 [Service Desk](https://lonestar.service-now.com/sp?id=sc_home&sc_catalog=e0d08b13c3330100c8b837659bba8fb4). (https://lonestar.service-now.com/sp?id=sc_home&sc_catalog=e0d08b13c3330100c8b837659bba8fb4)

You may also find answers to your questions in the VTAC Knowledge Base: vtac.lonestar.edu. (<http://vtac.lonestar.edu>)

Thank you and Happy Thanksgiving.

November D2L Update

Posted in D2L on Nov 25, 2019 8:59 AM

The November update for D2L is scheduled for **Thursday, November 28th**.

Important information regarding the update:

Quizzes – Save feedback as draft: When manually grading quiz submissions, instructors now have the ability to save feedback in draft status.

Quizzes - Restore quiz attempts in the Quiz Attempt log: Instructors can restore deleted quiz attempts from the Quiz Attempt log. However, the restore function is not available if there is another attempt in progress and is only available for the latest deleted quiz attempt.

D2L Awards Tool Posted in D2L on Oct 25, 2019 10:21 AM

The D2L Awards tool enables instructors to issue badges and certificates manually or based on release conditions to recognize student achievements. The Awards tool will be available for use in all D2L courses beginning Friday, October 25, 2019.

More information on using Awards in D2L can be found in VTAC including:

[Add an Award to Your Course](https://vtac.lonestar.edu/help/d092619) (<https://vtac.lonestar.edu/help/d092619>)

[Manually Issue an Award](https://vtac.lonestar.edu/help/d092619e) (<https://vtac.lonestar.edu/help/d092619e>)

[Add Awards Using Release Conditions](https://vtac.lonestar.edu/help/d092619b) (<https://vtac.lonestar.edu/help/d092619b>)

[Revoking an Award](https://vtac.lonestar.edu/help/d092619f) (<https://vtac.lonestar.edu/help/d092619f>)

Instructions for students to [View Earned Awards](http://vlac.lonestar.edu/help/b450) (<http://vlac.lonestar.edu/help/b450>) can be found in the Virtual Learning Assistance Center (VLAC).

October D2L Update Posted in D2L on Oct 23, 2019 12:54 PM

The October update for D2L is scheduled for **Friday, October 25th**.

Important information regarding the update:

Content:

- In the Content tool, there is now a visibility icon for use with both content topics and modules which allows instructors to toggle visibility on and off. Visibility options are also found in the context menus for content topics and modules. These visibility options replace the previous "Draft" and "Published" statuses.
- The Completion Method can now be changed from a dropdown menu instead of Edit Properties in Place.

Discussions: Availability and Locking Options are now located on the Restrictions tab instead of the Properties tab.

LSC-Online is on Social Media!

Posted in D2L on Oct 10, 2019 10:43 AM

Plug into Lone Star College-Online to receive information about live stream chats with advisors, photo competitions, class information, and more.

- <https://www.facebook.com/lonestaronline/>
- <https://twitter.com/lsconline>
- <https://www.instagram.com/lsconline/>
- <https://www.linkedin.com/company/lsconline>

Archival of non-LSC accounts in Turnitin

Posted in D2L on Oct 9, 2019 8:38 AM

We are approaching our limit on the number of Turnitin accounts that can be used in a single semester, so any Turnitin accounts created with non-LSC Email addresses are being deactivated. As a reminder, please note that new student accounts must be created with students' @my.lonestar.edu email address.

For more information on using Turnitin.com outside of D2L, please go to [Turnitin Instructor Quick Start](https://help.turnitin.com/feedback-studio/turnitin-website/instructor/quickstart.htm).
(<https://help.turnitin.com/feedback-studio/turnitin-website/instructor/quickstart.htm>)

For information on using Turnitin with D2L Assignments, visit [Use Turnitin with Assignments](https://vtac.lonestar.edu/help/a050)
(<https://vtac.lonestar.edu/help/a050>).

VTAC Closure

Posted in D2L on Oct 7, 2019 12:00 AM

The Virtual Teaching Assistance Center (VTAC) will be closed Tuesday, October 8, 2019 from 9 AM until 2:30 PM for the D2L Lunch-n-Learn event.

If you would like to join us at the event, please visit the [event registration page](https://www.d2l.com/events/regional/texas/) (<https://www.d2l.com/events/regional/texas/>) to register. The cost is FREE and lunch will be provided. Topics include improving accessibility, making the creation of video captions and transcripts easier, and using the upcoming Awards Tool.

For immediate support or technical questions, you can still contact the 24/7 [Service Desk](https://lonestar.service-now.com/sp?id=sc_home&sc_catalog=e0d08b13c3330100c8b837659bba8fb4). (https://lonestar.service-now.com/sp?id=sc_home&sc_catalog=e0d08b13c3330100c8b837659bba8fb4)

You may also find answers to your questions in the VTAC Knowledge Base: vtac.lonestar.edu.
(<http://vtac.lonestar.edu>)

September D2L Update

Posted in D2L on Sep 24, 2019 9:11 AM

The September update for D2L is scheduled for **Friday, September 27th**.

Important information regarding the update:

Assignments and Discussions - Grades entered in Assignments and/or Discussion Topics and Gradebook are Synchronized: Previously, when an instructor entered a grade directly on an assignment submission or discussion topic, that grade could be published to the gradebook; however, grades entered in the gradebook would not pass back to the original activity. Now, when an instructor enters a grade for an assignment submission and/or discussion topic in the gradebook, it will update the grade on the original assignment/discussion.

LMS Integration Request Posted in D2L on Sep 23, 2019 10:30 AM

Some publishers and other third-party vendors offer products that can integrate within D2L courses for seamless use for both faculty and students. Faculty who wish to use third-party integrations not already in D2L can now make a request for integration using the [LMS Integration Request](https://d2l.lonestar.edu/d2l/lms/ti/view/launch.d2l?linkId=627108&ou=6606) (<https://d2l.lonestar.edu/d2l/lms/ti/view/launch.d2l?linkId=627108&ou=6606>).

For more information regarding the LMS Integration Request, see the [article in VTAC](https://vtac.lonestar.edu/help/b800) (<https://vtac.lonestar.edu/help/b800>).

Campus Closure Alert Posted in D2L on Sep 19, 2019 11:57 AM

Due to inclement weather, LSC-Online will be closed for the remainder of the day, Thursday, September 19, 2019.

Please check for answers to your questions in the VTAC Knowledge Base: vtac.lonestar.edu. (<http://vtac.lonestar.edu>)

D2L Lunch-n-Learn Posted in D2L on Sep 16, 2019 12:00 AM

D2L is providing a “Lunch-n-Learn” event for Lone Star College and nearby institutions. This is your opportunity to connect with peers and D2L staff, exchange product feedback, share effective practices, and network with other learning professionals.

When: Tuesday, October 8, 2019 9:45 am - 2:15 pm

Where: LSC-University Park, Building 11, West Dining

Cost: FREE—lunch will be provided

Topics include improving accessibility, making the creation of video captions and transcripts easier, and using

the upcoming Awards Tool. Please visit the [event registration page](https://www.d2l.com/events/regional/texas/) to register so D2L can get an accurate count for lunches.

Changes with Turnitin.com Posted in D2L on Sep 9, 2019 9:05 AM

Turnitin has made changes to the way faculty and students obtain accounts in order to use Turnitin outside of the D2L Assignment Folders. Any new faculty accounts must be requested through VTAC. Faculty will then need to create accounts for any students who do not already have a Turnitin account. Please note that new student accounts must be created with students' @my.lonestar.edu email address.

No changes have been made to using Turnitin with Assignments in D2L.

For more information on using Turnitin.com outside of D2L, please go to [Turnitin Instructor Quick Start](https://help.turnitin.com/feedback-studio/turnitin-website/instructor/quickstart.htm).
(<https://help.turnitin.com/feedback-studio/turnitin-website/instructor/quickstart.htm>)

For information on using Turnitin with D2L Assignments, visit [Use Turnitin with Assignments](https://vtac.lonestar.edu/help/a050)
(<https://vtac.lonestar.edu/help/a050>).

Scheduled Archiving Posted in D2L on Sep 6, 2019 10:00 AM

Starting Friday, September 27th, we will begin archiving D2L courses, sandboxes, and community groups that are at least one year past their end dates. This archive will include courses from **Fall 2018 and before**.

Archived courses will no longer show in your My Courses list in D2L; however, they will continue to be available in your course copy menu for one additional semester.

If you need to regain access to an archived course, please go to [VTAC Support](https://vtac.lonestar.edu/help/vtac-support) and select the **Archived Course Restore** form under Course Design to request that your access be restored.

Video Newsletter - Fall 2019 Posted in D2L on Aug 29, 2019 8:57 AM

[The Online Update](https://vtac.lonestar.edu/help/a103) is a video newsletter produced every major semester by Lone Star College-Online.

Here are the topics in the Fall 2019 Edition:

- Quick Eval
- Qwickly Attendance
- Third-Party Integrations
- VTAC Updates

- VLAC for Students

D2L Service Degradation

Posted in D2L on Aug 26, 2019 2:34 PM

D2L is experiencing sporadic service interruptions. For details about specific outages, please see the [technical history log](https://d2l.lonestar.edu/d2l/le/8076/discussions/topics/177127/View) in the LSC D2L Community. If you are not a member of the LSC D2L Community, please see the link under User Access Tools on the [VTAC Self-Service](https://vtac.lonestar.edu/help/vtac-self-service) page to enroll.

August D2L Update

Posted in D2L on Aug 20, 2019 2:00 PM

The August update for D2L is scheduled for **Friday, August 23rd**.

Important information regarding the update:

Email - Add Images to Email The Insert Stuff button will no longer be used to add images to an email in D2L. Instead, an Insert Image button is now available on the toolbar in the Compose New Message screen.

Quizzes - Quiz Attempt Logs The quiz attempt logs track quiz attempt submissions for all students in one convenient location. In addition to viewing the logs, instructors can see if/when attempts were deleted and by whom, as well as restore deleted attempts.

D2L Experienced Slowness (Updated)

Posted in D2L on Aug 20, 2019 10:27 AM

The D2L environment was experiencing intermittent slow performance this morning. It is back up and running now.

Approximate Impact Duration:

Start Time: Aug 20 2019 10:21AM (ET)

End Time: Aug 20 2019 11:00AM (ET)

We regret any inconvenience this might have caused.

New Tools in D2L

Posted in D2L on Aug 19, 2019 9:00 AM

We now have two new tools in D2L: Quickly Attendance and Quick Eval.

Qwickly Attendance: This is a user friendly alternative to the current D2L Attendance tool. Visit VTAC for information on setting up and using this tool.

- [Setting Up Qwickly Attendance](https://vtac.lonestar.edu/help/a202) (<https://vtac.lonestar.edu/help/a202>)
- [Take Attendance with Qwickly](https://vtac.lonestar.edu/help/a205) (<https://vtac.lonestar.edu/help/a205>)
- [Viewing and Exporting Qwickly Attendance](https://vtac.lonestar.edu/help/b300) (<https://vtac.lonestar.edu/help/b300>)

Quick Eval: This tool allows instructors to see and evaluate ungraded submissions across all courses in a single location. For more information on the Quick Eval tool, see [Using Quick Eval for Assessment in VTAC](https://vtac.lonestar.edu/help/a222) (<https://vtac.lonestar.edu/help/a222>).

Respondus 4.0 License (Updated) **Posted in D2L on Aug 16, 2019 12:48 PM**

Lone Star College has finalized the contract with Respondus. The new license key for Respondus 4.0 has been added to VTAC. When prompted to enter a new license, use the Installation Password found in the [Respondus VTAC article](https://vtac.lonestar.edu/help/a187) (<https://vtac.lonestar.edu/help/a187>).

Fall 2019 Semester Start **Posted in D2L on Aug 16, 2019 9:00 AM**

Welcome to the Fall 2019 Semester!

To get started in your D2L course and make it available to your students, please follow the instructions below:

Activate Course in D2L: Activate your course shells so that students can access them. The guide for activating your course can be found at the following link: [Course Activation](https://vtac.lonestar.edu/help/a005) (<https://vtac.lonestar.edu/help/a005>).

D2L Semester Start Checklist This checklist will assist you in making a smooth start in your D2L courses and includes topics like copying content and merging course sections. You can find it at the following link: [D2L Semester Start Instructor Checklist](https://vtac.lonestar.edu/help/a003) (<https://vtac.lonestar.edu/help/a003>).

Visit the VTAC Knowledge Base: This site contains guides to help you work with your new D2L course. You can find it at the following link: [VTAC Knowledge Base](https://vtac.lonestar.edu/help) (<https://vtac.lonestar.edu/help>).

Proctored Exams

If you use proctored exams in your course that require students to visit a testing center, please be sure to post this information in your syllabus. We also recommend highlighting this information in an announcement in your course.

LSC-Online Chat Hours for Faculty

Click the [VTAC Support](https://vtac.lonestar.edu/help/vtac-support) (<https://vtac.lonestar.edu/help/vtac-support>) link on the navbar in D2L to make an appointment for an in-person, phone, or WebEx meeting. For quick questions, VTAC Chat is a great place to start. Chat with one of our staff during the following Fall startup hours:

VTAC Live Chat Hours for Faculty	
Fall Startup: August 25 - September 2	
Sunday	1:00 pm to 7:00 pm
Monday - Thursday	8:00 am to 5:00 pm
Friday	8:00 am to 3:00 pm
Saturday - Monday	Closed for Labor Day Holiday

Regular VTAC support hours will resume Tuesday, September 3rd.

D2L resources for students can be found at this link:[Virtual Learning Assistance Center \(http://vlac.lonestar.edu\)](http://vlac.lonestar.edu)

IE 11 End of Life Announcement Posted in D2L on Aug 13, 2019 11:45 AM

Beginning January 2020, Internet Explorer will no longer be supported by D2L, and access to D2L through any version of Internet Explorer will be blocked. Effective immediately, D2L will display a warning message to faculty and students if they attempt to sign in to D2L with any version of Internet Explorer. The warning message will include links to download an alternative web browser that is fully supported.

To see a full list of the web browsers that D2L supports, click this link:[D2L Supported Browsers \(https://vtac.lonestar.edu/help/a007\)](https://vtac.lonestar.edu/help/a007).

July D2L Update Posted in D2L on Jul 23, 2019 12:35 PM

The July update for D2L is scheduled for **Thursday, July 25th**.

Important information regarding the update:

Assignments - Edit category improvements: An Edit Categories option is now available in Assignments to allow users to edit all categories from one page. You can add, modify, and sort categories, as well as manage and delete unused categories.

Class Progress - Default indicator changed: Class Progress has two Content tool indicator graphs - Content Visited and Content Completed. In this release, the default is switching from Content Visited to Content Completed to better reflect student progress through the completion of Content activities. The change will apply to anyone who uses the default settings for Class Progress. Anyone who has overridden any Class Progress indicators will not see a change. Users who want to have Content Completed appear can switch indicators using the Class Progress settings in their course.

Qwickly Attendance Pilot - FULL **Posted in D2L on Jul 3, 2019 2:39 PM (Edited)**

Lone Star College-Online is conducting a pilot with Qwickly Attendance this summer. We are hoping this tool will provide a user-friendly option for instructors to take attendance in D2L. The pilot was open to anyone teaching in Summer II who wishes to take attendance in D2L (face-to-face, hybrid, and/or online courses).

Note: All spots for the pilot have now been filled.

Online Faculty Update **Posted in D2L on Jul 2, 2019 1:38 PM**

D2L has updated the appearance of auto-forwarded emails.

Previously, auto-forwarded emails displayed the name of the original sender in the From field.

Now, auto-forwarded emails display the name of the forwarding account in the From field. However, the reply-to address still contains the original sender of the email.

This change was made by D2L to decrease the likelihood of auto-forwarded emails being flagged as spam.

VTAC Closure and Holiday Hours **Posted in D2L on Jul 1, 2019 9:37 AM**

The Virtual Teaching Assistance Center (VTAC) will be closed Thursday, July 4, 2019, through Sunday, July 7, 2019, in observance of the 4th of July holiday.

For immediate support or technical questions, you can still contact the [24/7 service desk \(https://lonestar.servicenow.com/sp?id=sc_home&sc_catalog=e0d08b13c3330100c8b837659bba8fb4\)](https://lonestar.servicenow.com/sp?id=sc_home&sc_catalog=e0d08b13c3330100c8b837659bba8fb4).

You may also find answers to your questions in the VTAC Knowledge Base: vtac.lonestar.edu

Turnitin Scheduled Maintenance **Posted in D2L on Jul 1, 2019 12:00 AM**

Turnitin will be unavailable **Saturday, July 13th 10:00 AM** until approximately **6:00 PM** the same day.

Users will be unable to submit and grade during this maintenance window, so please ensure that any submission deadlines are adjusted to fall outside of the window.

VTAC Closure

Posted in D2L on Jun 14, 2019 12:00 AM

LSC-Online will be attending an Academic Success event on June 20th; VTAC chat, phone, and WebEx appointments will be unavailable that day.

We will resume normal business hours Sunday, June 23rd.

For immediate support or technical questions, you can still contact the [24/7 service desk](https://lonestar.servicenow.com/sp?id=sc_home&sc_catalog=e0d08b13c3330100c8b837659bba8fb4) (https://lonestar.servicenow.com/sp?id=sc_home&sc_catalog=e0d08b13c3330100c8b837659bba8fb4).

You may also find answers to your questions in the VTAC Knowledge Base: vtac.lonestar.edu

Student Online Orientation Feedback

Posted in D2L on Jun 12, 2019 3:53 PM (Edited)

The Online Student Orientation is undergoing a refresh and we want to hear what you think about it!

To view the orientation and provide your feedback, please click this link (expired).

Access to the revised orientation will close at 11:59 pm on Sunday, June 23.

Scheduled Archiving

Posted in D2L on Jun 10, 2019 12:00 AM

Starting: **Friday, June 28, 2019**

For: Courses one year past their end dates

Starting Friday, June 28th, we will begin archiving D2L courses, sandboxes, and community groups that are at least one year past their end dates. This archive will include courses from **Spring 2018 and before**.

Archived courses will no longer show in your My Courses list in D2L; however, they will continue to be available in your course copy menu for one additional semester.

If you need to regain access to an archived course, please go to [VTAC Support](https://vtac.lonestar.edu/help/vtac-support) (<https://vtac.lonestar.edu/help/vtac-support>) and select the **Archived Course Restore** form under Course Design to request that your access be restored.

Third-Party Integration Update

Posted in D2L on May 30, 2019 7:58 AM

The following third-party integrations are now available in all D2L courses:

- Cengage
- Macmillan
- McGraw-Hill Connect Launch
- McGraw-Hill SIMNet Launch
- Norton
- Pearson

Faculty who use these publishers can now pair their content in D2L without first contacting VTAC.

All other third-party integrations will still need to be requested through VTAC.

May D2L Update **Posted in D2L on May 21, 2019 3:00 PM**

The May update for D2L is scheduled for **Thursday, May 23rd**.

Important information regarding the update:

Binder - End-of-life: As of May 31, 2019, Binder will no longer work in D2L. It will be removed from the Apple AppStore and Google Play app store. D2L is recommending the Brightspace Pulse app for accessing course materials offline.

The following new features are available as part of this update:

Discussions - Save feedback in draft state This feature provides instructors the option to save feedback on assessments in draft state prior to publishing it to students. Now when instructors add feedback to discussions, the Save, Draft, and Publish buttons display.

Grades - Transfer rubric score to grade item score Now, when a rubric is associated with a grade item, the rubric score will transfer to the grade item. This is only available when the grade item is not associated with an activity such as an Assignment, Discussion, or Quiz.

Quizzes - Full-screen quiz evaluation: Now, quiz attempts can be evaluated in full screen mode.

Service Alert: Camtasia/TechSmith Relay **Posted in D2L on May 17, 2019 12:30 PM**

Currently, when a video is created in Camtasia 2018, and shared to TechSmith Relay using the "Share" button in the top right corner, a Lone Star College Single Sign-On error is produced. The issue is being investigated.

As a workaround, videos created in Camtasia will need to be downloaded as an MP4 file and uploaded into TechSmith Relay.

Summer 2019 Semester Start Posted in D2L on May 14, 2019 3:00 PM

Welcome to the Summer 2019 Semester!

To get started in your D2L course and make it available to your students, please follow the instructions below:

Activate Course in D2L: Activate your course shells so that students can access them. The guide for activating your course can be found at the following link: [Course Activation \(https://vtac.lonestar.edu/help/a005\)](https://vtac.lonestar.edu/help/a005).

D2L Semester Start Checklist This checklist will assist you in making a smooth start in your D2L courses and includes topics like copying content and merging course sections. You can find it at the following link: [D2L Semester Start Instructor Checklist \(https://vtac.lonestar.edu/help/a003\)](https://vtac.lonestar.edu/help/a003).

Visit the VTAC Knowledge Base: This site contains guides to help you work with your new D2L course. You can find it at the following link: [VTAC Knowledge Base \(https://vtac.lonestar.edu/help\)](https://vtac.lonestar.edu/help).

Proctored Exams: If you use proctored exams in your course that require students to visit a testing center, please be sure to post this information in your syllabus. We also recommend highlighting this information in a news item in your course.

LSC-Online Chat Hours for Faculty

The Begin Chat button is available on the VTAC website under VTAC Support. For quick access, click the VTAC Support link in the navbar in D2L. Chat with one of our staff during the following Summer startup hours:

VTAC Live Chat Hours for Faculty	
Summer Hours: June 3 - August 9	
Sunday	1:00 pm to 6:00 pm
Monday - Thursday	8:00 am to 6:00 pm
Friday - Saturday	Closed

Regular VTAC support hours resume August 11th.

D2L resources for students can be found at this link: [Virtual Learning Assistance Center \(http://vlac.lonestar.edu\)](http://vlac.lonestar.edu)

Advanced OTC Maintenance Posted in D2L on Mar 27, 2019 3:01 PM

The Advanced Online Teaching Certification will be inaccessible starting at 8PM today.

It will be down for approximately 30 minutes.

March D2L Update **Posted in D2L on Mar 26, 2019 1:37 PM**

The March update for D2L is scheduled for **Thursday, March 28th**.

The following new features are available as part of this update:

Content - ReadSpeaker Icon Replacement

The ReadSpeaker integration now displays the ReadSpeaker controls when interacting with applicable content. Previously, users needed to click a speaker icon to display the ReadSpeaker controls.

VTAC Closed on March 22 **Posted on VTAC Support on Mar 19, 2019 1:06 PM (Also in D2L)**

VTAC chat, phone, and WebEx support will be unavailable on Friday, March 22. If you need assistance on that date, please contact OTS or your LSC-Online campus representative.

Reminder: D2L Scheduled Outage **Originally Posted in D2L on Feb 11, 2019 12:00 AM**

D2L will be down for maintenance **Saturday, March 9th at 10:00 PM until Sunday, March 10th at 4:00 AM**.

When scheduling assignments or exams in D2L, please keep this planned outage in mind.

This outage is unavoidable and has been scheduled for the first weekend of Spring Break to minimize the impact on students and faculty.

For immediate support or technical questions, you can still contact the 24/7 service desk: [Get IT Help](http://www.lonestar.edu/help.htm)
(<http://www.lonestar.edu/help.htm>)

February D2L Update **Posted in D2L on Feb 19, 2019 4:04 PM (Edited)**

The February update for D2L is scheduled for **Thursday, February 28th**.

The following new features are available as part of this update:

Turnitin - Link to e-rater Grammar feedback

Instructors can now turn on the e-rater Grammar checker in the Brightspace Learning Environment. Once turned on by an instructor, learners are provided a link to e-rater Grammar feedback upon submission of an assignment. Learners can submit an assignment, receive Grammar feedback, and then submit another version of their assignment after incorporating the Grammar feedback.

Assignments – Anonymized learner names:

To avoid unconscious bias in the grading and feedback process, instructors can now configure assignments to use anonymous learner names. When the feature is turned on, instructors only see an anonymized learner name on the assignment submission.

RESOLVED Service Alert: Turnitin Outage Posted in D2L on Feb 15, 2019 10:51 AM

RESOLVED: Turnitin is currently experiencing an outage. You may receive a 503 error and or be unable to enable turnitin for a new assignment folder.

Turnitin is currently working to resolve the issue.

VTAC Support Page Refresh Posted in D2L on Feb 15, 2019 8:50 AM

The VTAC support page will be refreshed on February 20th.

Please click the following link to preview the changes: [VTAC Support Page Preview \(https://vtac.lonestar.edu/help/vtac-support\)](https://vtac.lonestar.edu/help/vtac-support)

Additional Information:

The VTAC support page is being refreshed to make it easier for you to find the resources you need. The tools and options have been organized by category to help you find the type of support you are looking for. If you don't see an option you are looking for, click the corresponding "More..." link for a complete list. To provide your feedback on the refresh, please access the survey link located at the top of the page.

Additionally, we are now offering more phone and WebEx appointment times to help us more effectively meet your instructional support needs. VTAC Chat is still available to provide you with quick instructional support, and, as always, the OTS Service Desk is available 24/7/365 to provide you with technical support. Links to both VTAC and OTS chat are included on the refreshed VTAC Support page.

D2L Scheduled Outage Posted in D2L on Feb 11, 2019 12:00 AM

D2L will be down for maintenance Saturday, March 9th at 10:00 PM until Sunday, March 10th at 4:00 AM.

When scheduling assignments or exams in D2L, please keep this planned outage in mind.

This outage is unavoidable and has been scheduled for the first weekend of Spring Break to minimize the impact on students and faculty.

For immediate support or technical questions, you can still contact the 24/7 service desk: [Get IT Help \(http://www.lonestar.edu/help.htm\)](http://www.lonestar.edu/help.htm)

January D2L Update

Posted in D2L on Jan 22, 2019 9:24 AM

The January update for D2L is scheduled for **Friday, January 25th**.

The following new features are available as part of this update:

Assignment Grader – Evaluate "On paper" and "Observed in person" submission types

iOS and Android versions of the Assignment Grader application now support "On paper" and "Observed in person" submission types. Instructors can evaluate all of their assignments using the application, including those that do not require a file or text submission.

Groups - Create new submission types:

The new "On paper" and "Observed in person" submission types available in Assignments can now be created from the Groups tool.

Video Newsletter - Spring 2019

Posted in D2L on Jan 16, 2019 1:44 PM

[The Online Update \(https://vtac.lonestar.edu/help/a103\)](https://vtac.lonestar.edu/help/a103) is a video newsletter produced every major semester by Lone Star College-Online.

Here are the topics in the Spring 2019 Edition:

- TechSmith Relay
- TechSmith Camtasia
- New Quiz Question Creation Experience
- Private Discussions for Journaling
- VTAC Updates
- VLAC for Students

Spring 2019 Semester Start

Posted in D2L on Jan 3, 2019 8:00 AM

Welcome to the Spring 2019 Semester!

To get started in your D2L course and make it available to your students, please follow the instructions below:

Activate Course in D2L

Activate your course shells so that students can access them. The guide for activating your course can be found at the following link: [Course Activation \(https://vtac.lonestar.edu/help/a005\)](https://vtac.lonestar.edu/help/a005).

D2L Semester Start Checklist

This checklist will assist you in making a smooth start in your D2L courses and includes topics like copying

content and merging course sections. You can find it at the following link: [D2L Semester Start Instructor Checklist](https://vtac.lonestar.edu/help/a003) (<https://vtac.lonestar.edu/help/a003>).

Visit the VTAC Knowledge Base

This site contains guides to help you work with your new D2L course. You can find it at the following link: [VTAC Knowledge Base](https://vtac.lonestar.edu/help) (<https://vtac.lonestar.edu/help>).

Proctored Exams

If you use proctored exams in your course that require students to visit a testing center, please be sure to post this information in your syllabus. We also recommend highlighting this information in a news item in your course.

LSC-Online Chat Hours for Faculty

The Begin Chat button is available on the VTAC website under VTAC Support. For quick access, click the VTAC Support link in the navbar in D2L. Chat with one of our staff during the following Spring startup hours:

VTAC Live Chat Hours for Faculty	
Spring Startup: January 13 - January 21	
Sunday	1:00 pm to 8:00 pm
Monday - Tuesday	7:30 am to 8:00 pm
Wednesday - Thursday	7:30 am to 6:00 pm
Friday	7:30 am to 3:00 pm
Saturday	Closed
Sunday	1:00 pm to 5:00 pm
Monday	Closed MLK day

Regular VTAC support hours begin January 22nd.

D2L resources for students can be found at this link: [Virtual Learning Assistance Center](http://vlac.lonestar.edu) (<http://vlac.lonestar.edu>)

Previous announcements have been archived on other pages:

- [2018](https://vtac.lonestar.edu/help/2018-archived-announcements) (<https://vtac.lonestar.edu/help/2018-archived-announcements>)