Knowmia Retirement FAQ

As you may have heard, TechSmith has retired the Knowmia video platform, which will effectively stop working on July 13th. After an extensive RFP search process, YuJa was unanimously chosen as the replacement product by the RFP committee.

We are working with TechSmith and YuJa to migrate all of the videos and content from Knowmia into YuJa. In an effort to ensure that all data is brought over correctly, we need all faculty and staff to create a new YuJa account **by May 31, 2022**. Data migration and updating links in courses will be an ongoing process that will cover the summer months.

> **See Create a Yuja Account** (https://vtac.lonestar.edu/help/create-a-yuja-account)

The following are some frequently asked questions concerning the situation.

What is happening to TechSmith Knowmia?

TechSmith has decided to retire their Knowmia video product for education and enterprise customers. Like many of you, we are saddened by this decision, since we have grown to love the product. Knowmia will be shut down on July 13th.

What is going to replace it?

After an extensive RFP search process, YuJa was unanimously chosen as the replacement product by the RFP committee, consisting of faculty members, IT representatives, LSC-Online representatives, and a representative from purchasing. The committee found that YuJa was very easy to use while also offering additional features not found in Knowmia.

When is it happening?

To support the migration process, we have been asked to not add any additional content to TechSmith Knowmia at this time. Please note that existing content will continue to be available for viewing and posting in your D2L courses.

Our current estimate for full availability of YuJa is sometime after the start of Summer I classes.

What should I be doing now?

In an effort to ensure that all data is brought over correctly, we need all faculty and staff to create a new YuJa account **by May 31, 2022**. See Create a Yuja Account (https://vtac.lonestar.edu/help/create-a-yuja-account).

To create new lecture videos and screen recordings, we recommend using Webex (https://vtac.lonestar.edu/help/b874), Zoom (https://support.zoom.us/hc/en-us/articles/360059781332-Getting-started-with-recording), or Camtasia (https://vtac.lonestar.edu/help/download-camtasia). The videos that you create can then be uploaded directly into your D2L courses. For times when you only want to record yourself using your webcam, D2L's Video Note (https://vtac.lonestar.edu/help/use-video-note-on-an-assignment) is also available.

You can continue to post existing Knowmia content into your courses, as you have been, until

July 13th.

What will happen to my current videos in Knowmia?

Included in the RFP is a migration plan and at some point this summer, your videos will be migrated to the YuJa account you created (https://vtac.lonestar.edu/help/create-a-yuja-account) so that you can continue to use them going forward.

Some people have requested the option to save their current Knowmia videos. Since the beginning, Knowmia has had the option to download a copy of the video to your computer (https://vtac.lonestar.edu/help/z004).

Will there be training on the new software?

Yes, once the new video platform has been implemented. All our LSC-Online Technologists and Instructional Designers are going to be trained to lead professional development workshops for YuJa. We will have someone available to lead these training sessions as needed throughout the fall semester. We are spending the summer preparing documentation to add to VTAC to ensure that what is being conveyed to our faculty and staff is the most accurate representation of the YuJa Media Platform that we purchased. LSC-Online sessions will be listed on the Upcoming Events page (https://vtac.lonestar.edu/help/events).

How can I stay up to date on what is happening with Knowmia?

We will be sending emails and posting announcements in D2L as information is ready for release. This FAQ page will also be regularly updated. As always, you can view previous email newsletters here (https://vtac.lonestar.edu/help/newsletter-archive).