2023 Archived Announcements

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Below are the archived announcements from **2023** 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/announcements) 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/newsletter-archive), a video newsletter (https://vtac.lonestar.edu/help/the-online-update), and an event calendar (https://vtac.lonestar.edu/help/events).

December D2L Update Posted in D2L on Dec 25, 2023 12:01 AM

The next update for D2L is scheduled for **December 29th.**

Important information regarding the update:

Announcements

• The **Copy Announcements to other Courses** feature, introduced in November, now has a checkbox added which sets copied announcements to a published state in the copied course.

For more information, see our Use the Announcements Tool (https://vtac.lonestar.edu/help/useannouncements-tool#copy-an-announcement) VTAC article.

Quizzes

• When setting both a **Start Date and End Date** in a Quiz and adding them to the course calendar using the checkbox **[Add Availability Dates to Calendar]**, they will now show as two separate events on the course calendar. If you add a separate **Due Date**, it will also have it's own separate event on the course calendar.

For more information, see our Edit Quiz - Availability Dates & Conditions (https://vtac.lonestar.edu/help/edit-quiz-availability-dates-conditions) VTAC article.

• **Bonus questions** on quizzes will now be clearly labeled "(Bonus)" during student attempts so students can better identify bonus questions.

Discussions

- New Discussion Creation Experience is now fully replacing the Classic Discussion Creation Experience. Previously, the New Discussion Creation Experience was available to opt-out.
- There is a new **[Choose a forum]** selection prompt when creating a topic in the New Discussion Creation Experience. This enhancement aims to provide you with more control and flexibility in organizing and managing your course discussion forums and topics.

For more information, see our Edit Discussion Topic - Properties (https://vtac.lonestar.edu/help/editdiscussions-topic-properties) VTAC article.

For information on other D2L-related topics, please search this VTAC knowledge base.

CDX Scheduled Maintenance Posted in D2L on Dec 19, 2023 1:41 PM

CDX will be conducting necessary maintenance on **Thursday**, **Dec. 21st, starting from 10:00** PM, lasting between 18 to 24 hours.

During this time, all CDX content, including grades and student data, will be unavailable.

Thank you for your patience and understanding.

SoftChalk Cloud Migration Posted in D2L on Dec 19, 2023 12:00 PM

SoftChalk Cloud has been moved to a new enterprise environment, which includes unlimited licenses and utilizes Single Sign-On for easier login. This means all faculty SoftChalk accounts and all existing SoftChalk content has been migrated to this new environment, as of December 19th.

All SoftChalk links in D2L courses that were made prior to December 19, 2023 are broken. **You need to go through the process of updating your SoftChalk links in your D2L courses.**

Instructions for how to update your links are included this VTAC article (https://vtac.lonestar.edu/help/addsoftchalk-to-d2l-content).

IntelliWriter Scheduled Maintenance Posted in D2L on Dec 19, 2023 12:01 AM

IntelliWriter will be conducting necessary maintenance on **Thursday, Dec. 21st, from 10:00** AM-4:00 PM CDT.

During this time, IntelliWriter will be **intermittently unavailable**.

We apologize for any inconvenience this may cause.

RESOLVED: McGraw-Hill Connect & SIMnet Issue Posted in D2L on Dec 13, 2023 2:15 PM (Edited)

UPDATE: This issue has been RESOLVED.

McGraw-Hill Connect & SIMnet are currently experiencing an unexpected service incident. Currently both Connect and SIMnet are **NOT able to be set up in new courses**, while existing integrations remain unaffected.

We sincerely apologize for the impact this disruption may be causing. We will follow up with more updates as soon as we can.

Scheduled Archiving of Old Courses Posted in D2L on Dec 6, 2023 10:00 AM

Starting **Monday, December 18th**, we will be archiving D2L courses and sandboxes that are at least one year past their end dates. This archive will include courses from **Fall 2022**.

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 **Archive/Restore Course** tool under **Course Design**. Here are instructions for using the tool (https://vtac.lonestar.edu/help/restore-archived-course).

If you restore an old course but don't see it in your My Courses list, click on the **[View All Courses]** link and use the search and/or sorting functions.

Second Chance: LSC-Online Newsletter Posted in D2L on Dec 4, 2023 8:00 AM

Our end-of-semester newsletter was sent out last week via email. If you haven't read it yet, here's another chance.

Topics included in this issue (https://bit.ly/lsco-newsletter-nov23):

- Nationwide Virtual Summit
- Negative Grading in Quizzes
- Semester Wrap Reminders
- SoftChalk Migration
- Copy Announcements
- About Instructional Designers
- New Discussion Experience
- Quality Matters Update
- And more!

For previous issues, please visit the Newsletter Archive page in VTAC (https://vtac.lonestar.edu/help/newsletter-archive).

Upcoming SoftChalk Cloud Migration Posted in D2L on Dec 1, 2023 2:18 PM

LSC will soon be moving **SoftChalk Cloud** to a new enterprise environment, which will utilize **Single-Sign On** for easier login. This means all faculty SoftChalk accounts and all existing SoftChalk content will be migrated to this new environment.

The migration will be taking place **December 14th-19th**, and during that time SoftChalk will **not be available**. The current SoftChalk links in D2L courses will be broken. **Once the migration is complete**, **you will need to go through the process of updating your SoftChalk links in D2L courses**.

Instructions for how to update your links will be coming soon.

November D2L Update Posted in D2L on Nov 21, 2023 9:00 AM

The next update for D2L is scheduled for November 24th.

Important information regarding the update:

Announcements

• Instructors can now **copy an Announcement to another course** in the Announcements tool, allowing faculty to easily re-use the same announcement in multiple courses. Please note that **Release Conditions** are not copied between courses, and the new announcement will always be created in **Draft Mode**. This will only work if the Instructor who is copying the announcement has the **Faculty** role in both courses.

For more information, see our Use the Announcements Tool (https://vtac.lonestar.edu/help/useannouncements-tool#copy-an-announcement) VTAC article.

Quizzes

 It is now possible for Quizzes to deduct points for incorrect answers, instead of just marking them as a zero (also referred to as negative grading), in order to discourage random guessing on quizzes. When enabled by the instructor, a quiz can deduct a percentage of a question's point value for incorrect answers submitted. This feature applies specifically to question types that can be auto-graded, for example, multiple-choice and true or false questions.

To ensure that students are fully aware that this setting is enabled for a quiz, the **Quiz Details** page will notify the students the percentage of each question's point value which will be deducted from the final attempt grade.

For more information, see our Edit Quiz - Evaluation & Feedback (https://vtac.lonestar.edu/help/editquiz-evaluation-and-feedback#deduct-points-for-incorrect-answers) VTAC article.

For information on other D2L-related topics, please search this VTAC knowledge base.

Still Accepting Proposals: Online Teaching & Learning Summit Posted in D2L on Nov 13, 2023 12:01 AM

Please note, the deadline to submit a proposal (https://vtac.lonestar.edu/help/onlinesummit#Call) to present at the inaugural "Online Teaching & Learning Summit" has been extended to **November 21**. We hope you will consider submitting a proposal and/or attending this exciting event!

April 11 & 12, 9:00 am - 2:00 pm

3 Tracks Available:

- Instructional Technology
- Pedagogy & Best Practices
- Student Services & Support

Faculty Development Day - Nov. 17 Posted in D2L on Nov 7, 2023 12:17 PM

Please join us virtually (https://lonestar.webex.com/weblink/register/r706b3612b1f27d7f4c111c8a99c1d7f4) on Friday, Nov 17, for LSC-Online's Faculty Development Day from 9:30 AM - 3:30 PM! All LSC faculty are welcome.

RESOLVED: Turnitin Feedback Studio Service Issue Posted in D2L on Oct 31, 2023 1:18 PM (Edited)

UPDATE: This issue has been RESOLVED.

Turnitin Feedback Studio is currently experiencing an unexpected service incident.

During this time, users may have trouble logging in, or using Turnitin Feedback Studio. Users accessing Turnitin via an integration may also experience issues.

We sincerely apologize for the impact this disruption may be causing. We will follow up with more updates as soon as we can.

RESOLVED: Self-Service Forms are Unavailable Posted in D2L on Oct 27, 2023 7:53 AM (Edited)

UPDATE: This issue has been **RESOLVED**.

We are currently experiencing an issue with our self-service forms. We are working to resolve the issue as quickly as possible, and we apologize for any inconvenience this may cause.

In the meantime, if you need to submit a form, please open a SNOW ticket for the VTAC group or email us at vtac@lonestar.edu () and we will be happy to assist you.

We will provide updates on the status of this issue as they become available.

Thank you for your patience and understanding.

Turnitin Scheduled Maintenance Posted in D2L on Oct 25, 2023 12:01 AM

Turnitin will be conducting necessary maintenance on **Saturday, Oct. 28, from 3:00-3:30 AM CDT.**

During this time, services will be **unavailable**. Papers should not be submitted to Turnitin or Turnitin-enabled assignment folders in D2L during this time.

We apologize for any inconvenience this may cause.

YuJa Overview - Online Workshop Posted in D2L on Sep 29, 2023 12:00 PM

Friday, Oct. 6, from 1:00 - 2:00 p.m.

Please join us for the "YuJa Overview - Online Workshop" led by Umesh Chandrababu, Customer Success Analyst at YuJa.

Follow along as Umesh leads you step by step in:

- Getting Started
 - Accessing YuJa
 - Content Creation Software & Browser Capture
- Media Management
 - Manage Media Actions
 - Uploading Content
 - Media Panel Details
 - Video Editor
- Content Distribution
 - Sharing Media
 - Direct Links
- Q&A
 - Support.yuja.com
 - Updates.yuja.com

Register Today! (https://lonestar.webex.com/weblink/register/r5a0acefea6fe8f04aecbec77a1ea69ac)

This workshop will be recorded and made available in the VTAC Webinar Trainings Library (https://vtac.lonestar.edu/help/training-library). Learners will receive professional development credit in MyWorkshops for attending.

September D2L Update Posted in D2L on Sep 26, 2023 9:00 AM

Important information regarding the update:

D2L Virtual Assistant

• The phrase "**Get Help**" has been replaced with an icon only, seen below. This will ensure the D2L Virtual Assistant (https://vtac.lonestar.edu/help/d2l-virtual-assistant) can be more easily recognized by non-English speakers.



Quizzes

• Synchronized Quizzes are now available. When editing the Timer Settings in a Quiz, under Quiz Start you can choose [Synchronous: Timer starts on the start date]. This will cause the Quiz to start for all students at the same time, instead of when the student launches the quiz, requiring quizzes to be taken simultaneously by students. This is useful for in-person, hybrid, and online classes with scheduled meeting times.

For information on other D2L-related topics, please search this VTAC knowledge base.

Training: Respondus LockDown Browser and Monitor Posted in D2L on Sep 4, 2023 12:01 AM

Join Respondus as they host an online workshop for LSC faculty.

Friday, Sept. 8, 1:00 - 1:45 p.m. (https://attendee.gotowebinar.com/register/4068896043865619033)

This comprehensive training webinar is intended for instructors who plan to use LockDown Browser and/or Respondus Monitor with online exams. The training will cover:

- How to use LockDown Browser to prevent digital cheating in proctored testing environments
- How to use Respondus Monitor in non-proctored environments, to protect exam integrity and confirm student identity
- Advanced settings including combining proctored and non-proctored settings and using external tools in quizzes without compromising exam integrity
- The student perspective using each application
- And more...

Register now for the webinar! (https://attendee.gotowebinar.com/register/4068896043865619033)

Attendees will receive professional development credit in MyWorkshops for attending this session.

For information on other training sessions, visit the **VTAC Event Calendar** (https://vtac.lonestar.edu/help/events). Be sure to visit that page often, as it is continuously updated.

Missed a virtual session hosted by LSC-Online? Check our **Webinar Training Library** (https://vtac.lonestar.edu/help/training-library) to see if there is a recording available.

RESOLVED: Turnitin API issue Posted in D2L on Sep 3, 2023 8:30 AM (Edited)

UPDATE: This issue has been resolved.

We are currently experiencing intermittent issues and internal errors with Turnitin; We are working closely with Turnitin to resolve these issues quickly.

We sincerely apologize for the impact this disruption may be causing. We will follow up with more updates as soon as we can.

Scheduled Archiving of Old Courses Posted in D2L on Aug 30, 2023 12:01 AM

Starting **Wednesday, September 13th**, we will be archiving D2L courses and sandboxes that are at least one year past their end dates. This archive will include courses from **Summer 2022 and before**.

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 **Archive/Restore Course** tool under **Course Design**. Here are instructions for using the tool (https://vtac.lonestar.edu/help/restore-archived-course).

If you restore an old course but don't see it in your My Courses list, click on the **[View All Courses]** link and use the search and/or sorting functions.

RESOLVED: D2L Slowness Posted in D2L on Aug 28, 2023 10:13 AM (Edited)

UPDATE: This issue has been resolved.

We are currently experiencing intermittent issues with D2L experiencing slowness and throwing internal errors. We are working closely with D2L to resolve these issues quickly.

We sincerely apologize for the impact this disruption may be causing. We will follow up with more

updates as soon as we can.

Video Newsletter - Fall 2023 Posted in D2L on Aug 23, 2023 12:00 AM

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

Here are the topics in the Fall 2023 Episode:

- Course Homepage Layouts
- Page (HTML) Templates
- New Quiz Experience
- Assignment Date Options
- Virtual Assistant
- And more...

For more information about these topics, search this VTAC Knowledge Base. You can also read our corresponding email newsletter (https://vtac.lonestar.edu/help/newsletter-archive) for additional updates.

August D2L Update Posted in D2L on Aug 22, 2023 10:00 AM

The next update for D2L is scheduled for August 25th.

Important information regarding the update:

Announcements

Instructors can now **pin** announcements to the top of the Announcement Tool, allowing
important information to remain visible to students. Pinned announcements will always show
first in the list of announcements, regardless of age. Pinned announcements will display a
pinned icon to indicate they are pinned to students.

Class Progress

 This feature updates Class Progress to better align the login date and the absent period. When viewing data for **Course Access**, **Login History**, and **System Access History**, the absent period now correlates to the login date on the same line. Previously, the login date and absent period were misaligned, which may have caused confusion to users viewing the data.

Rubrics

• When evaluating assignments or discussions in a mobile browser, instructors can now collapse the containers for Rubrics, Grades & Feedback, Outcomes, and Competencies. The

new collapsible container appears in the right-hand panel and reduces unnecessary scrolling, giving instructors more control over which fields are displayed to them.

For information on other D2L-related topics, please search this VTAC knowledge base.

Fall 2023 Semester Start Posted in D2L on Aug 21, 2023 12:01 AM

Welcome to the Fall 2023 Semester!

To get started in your D2L course, please explore the following resources:

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/semester-start-checklist).

Visit the VTAC Knowledge Base: This site contains guides to help you work with your new D2L course.

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

Extended Support Hours Posted in D2L on Aug 18, 2023 12:01 AM

LSC-Online is offering extended support hours on **Saturday, Aug. 26th from 9:00 a.m. - 1:00 p.m.** The LSC-Online team will be providing ticket support and a virtual open lab to assist faculty with D2L, supported technologies, and course design.

The virtual open lab can be accessed through this link: https://lonestar.webex.com/lonestar/j.php? MTID=ma3f78f25e6e9dbed0ad4c8cefc3052a4.

Tickets for D2L related questions/issues can be submitted by emailing VTAC@LoneStar.edu ().

OTS (https://www.lonestar.edu/ots) is available 6 a.m. to midnight for technology questions.

For other support opportunities, please refer to the VTAC Event Calendar (https://vtac.lonestar.edu/help/events).

Upcoming Respondus Trainings Posted in D2L on Aug 14, 2023 2:30 PM

Upcoming Webinars (https://web.respondus.com/webinars/)on Respondus training sessions:

- LockDown Browser + Respondus Monitor Aug. 17, 22, 23, 29, 30
- Respondus 4.0 and the Test Bank Network Aug. 16

For more information on upcoming training opportunities, please visit our Event Calendar (https://vtac.lonestar.edu/help/events) in VTAC.

Turnitin Maintenance Posted in D2L on Aug 10, 2023 3:00 PM

On **August 12** (Saturday), Turnitin will be undergoing scheduled maintenance from **9:00 AM** ~ **5:00 PM CDT**.

All Turnitin services and integrations will be unavailable during this time frame.

We apologize for any inconvenience this may cause.

McGraw Hill Connect and SIMnet Upgrades Posted in D2L on Aug 10, 2023 1:31 PM (Updated)

On **August 18th**, McGraw Hill will be upgrading their current Connect and SIMnet integrations in D2L and discontinuing support for the old versions. Faculty using these integrations should have already received correspondence from McGraw Hill representative concerning these upgrades and how to get help.

- If you copy a D2L course from a prior semester that has old Connect or SIMnet content, you will need to delete all Connect and SIMnet related content and grade items before pairing with the new versions after August 18th. Here is a video from McGraw Hill on Deleting Connect Content & Grade Items within D2L (https://video.mhhe.com/watch/2rnfz9WQg3wHSTjHXWnTmn?); the process will be the same for both Connect and SIMnet.
- Alternatively, you can use Copy Select Components (https://vtac.lonestar.edu/help/copy-coursecomponents-advanced) to deselect any Connect or SIMnet content or grade items prior to copying the course.

For further assistance, please contact your McGraw Hill Connect or SIMnet representative, or your Department Dean for your representative's contact information. McGraw Hill is also holding a **Webinar** (https://mcgrawhill.zoom.us/j/85190799628?pwd=UEQ4Q0Z2QmY4U2ZQalpOWERnUmNiZz09) that will take place on **Monday, August 21 at 3:00 PM ~ 3:45 PM CST** to assist faculty during this transition.

New Support Option: "Get Help" Posted in D2L on Aug 2, 2023 9:00 AM We are pleased to announce that D2L now has a **"Get Help"** button in the bottom-right corner of every page. Clicking this button will open the **Brightspace Virtual Assistant**, which is an AIbased help tool that provides easy access to D2L Help documentation, VTAC help documentation, VTAC Support, OTS chat, and D2L Help Desk chat.

Start by asking the assistant a question. It will try to provide you with a relevant answer. If you aren't satisfied with the answers it provides and would like to contact the D2L Help Desk, click on the "Contact Support" option (after clicking "I have a different question"). You will be given the choice to work with an agent via phone, email, or chat (24/7).

For more information about using the new tool, see **our articles on the Brightspace Virtual Assistant:**

For **Faculty**: **D2L Virtual Assistant** (https://vtac.lonestar.edu/help/d2l-virtual-assistant) For **Students**: **D2L Virtual Assistant** (https://vlac.lonestar.edu/help/d2l-virtual-assistant)

July D2L Update Posted in D2L on July 25, 2023 12:01 AM

The next update for D2L is scheduled for July 28th.

Important information regarding the update:

Quizzes

- New Quiz Creation Experience is now fully replacing the Classic Quiz Creation Experience. Previously, the New Quiz Creation Experience was available to opt-out.
- Please be aware that the night of 7/27 (Thurs), between 8:00 PM and 11:59 PM , D2L is introducing a change to the Time Limit Settings for all quizzes within D2L.

Quizzes with time limits: We strongly recommend that Faculty do not make those quizzes' Start Date/Time or End Date/Time coincide with the aforementioned time window. Additionally, we recommend all Faculty double check their time limit settings for their Quizzes after the change takes place.

Quizzes without time limits: Unaffected by this change.

For more information from D2L regarding this change, see Quiz Timing Improvements - Pilot Summary (https://community.d2l.com/brightspace/kb/articles/6098-quiz-timing-improvements).

Brightspace Editor

Images edited within Brightspace Editor are saved with their original names followed by a date-time string, which helps instructors find changed images easily in [Manage Files]. Changes to an image using [Edit image] in the floating toolbar are saved as a copy of the image with the name format "OriginalFileName_yyyyMMddHHmmss.jpg."

Discussions

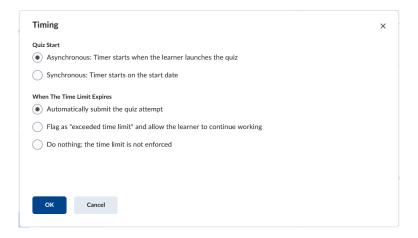
• **Availability dates** in the Discussions list are now displayed as a simple date range below the titles of discussion topics. Hovering over the date range text displays a tooltip that includes the information about start and end dates. Tooltips also include applied settings to explain how the discussion topic appears to learners before and after these dates.

Previously, the availability dates in the Discussions topics did not include a hover tooltip.

UPDATE: Changes to Quiz Time Limit Settings Posted in D2L on July 20, 2023 12:01 AM

Please be aware that the night of **7/27 (Thurs), between 8:00 PM and 11:59 PM**, D2L is introducing a change to the **Time Limit Settings** for all quizzes within D2L.

Please see the below screenshot of the new timer settings available:



Quizzes with time limits: We strongly recommend that Faculty do not make those quizzes' Start Date/Time or End Date/Time coincide with the aforementioned time window. Additionally, we recommend all Faculty double check their time limit settings for their Quizzes after the change takes place.

Quizzes without time limits: Unaffected by this change.

For more information from D2L regarding this change, see Quiz Timing Improvements - Pilot Summary (https://community.d2l.com/brightspace/kb/articles/6098-quiz-timing-improvements).

RESOLVED: D2L Student Training Issue Posted in D2L on July 13, 2023 11:48 AM (Edited)

UPDATE: This issue has been resolved.

Currently there is an issue that is impacting the 'D2L Student Training'. Students are unable to access their online courses in spite of passing the 'D2L Student Training'. We are working actively on resolving it. We appreciate your patience.

D2L Student Training Upgrade Posted in D2L on July 5, 2023 12:00 PM

LSC-Online is proud to announce a major upgrade to the D2L Student Training (https://vtac.lonestar.edu/help/d2l-student-training) course (previously called Student Orientation for Online Courses). This upgrade includes simplified language, updated videos, and several new "try it" activities for students.

As before, students access the training through their My Courses list. It is available to all students; however, only students with fully online or hybrid courses are required to complete it. For more information, students can review the D2L Student Training article (https://vlac.lonestar.edu/help/d2l-student-training) in VLAC.

We would like to thank all the faculty and staff involved in this collaborative effort.

June D2L Update Posted in D2L on June 21, 2023 10:00 AM

The next update for D2L is scheduled for June 23rd.

Important information regarding the update:

Assignments

- There are now new options to decide specifically how Assignments will behave before and after their Start and End Date. You can set the Assignment to be Visible with access restricted, Visible with submission restricted, or Hidden before the Start Date, after the End Date, or both.
- Additionally, the Start and End Date will now appear on the Assignments page for Students, along with text informing students of which of the above options have been set before and after the Start and End Date.
- Please refer to the Set Availability and Due Dates for an Assignment (https://vtac.lonestar.edu/help/a046) VTAC article for more details.

Import/Export/Copy Components

- The following Gradebook settings will now be included in Course Import and Export packages when exporting or importing a D2L Gradebook. (This does not apply to Import packages from outside D2L).
 - Calculation options
 - Display Settings for Grade Categories

• Gradebook display settings (Org Unit Display Options)

Quizzes

• Now you can drag and drop multiple questions or sections at once (previously selecting multiple questions and trying to drag and drop would only move the first question selected) in the Question List in the New Quiz Creation Experience.

RESOLVED: D2L Issue Impacting Portfolio, Video Note and SCORM Content Posted in D2L on June 13, 2023 3:12 PM (Edited)

The following issue is now RESOLVED:

Currently D2L is advising that there is an issue that is impacting the ability to access the Portfolio, the ability to record or upload Video Notes, as well as SCORM Content (including importing publisher's course cartridges into the LMS).

Services impacted are:

- Portfolio Unavailable
 - Video Note Unavailable
 - SCORM Content Unavailable (Faculty only)

We are monitoring the situation and will provide an update once this issue has been resolved.

We apologize for the inconvenience this has caused.

May D2L Update Posted in D2L on May 23, 2023 9:00 AM

The next update for D2L is scheduled for May 26th.

Important information regarding the update:

Email

- There is now an option to [Report Spam] in your D2L email inbox.
- When reporting spam, the email remains in your Inbox, so consider deleting it. When you report a D2L email as spam, it generates a report sent to D2L. Actions taken by D2L are based on case-by-case evaluation, considering the volume of reports and the circumstance.
- Please refer to the Read Email in D2L (https://vtac.lonestar.edu/help/a077) article for more details.

New Archive/Restore Course Tool Posted in D2L on May 12, 2023 11:00 AM

We are pleased to announce that faculty can now archive and restore D2L courses themselves using the new Archive/Restore Course Tool (https://vtac.lonestar.edu/help/restore-archived-course). This tool can be found in the VTAC Support (https://vtac.lonestar.edu/help/article/link/vtac-support) Self-Service area. Previously, there was a form and faculty had to wait on a technologist to do the work manually. This new tool is fully automated and instantaneous.

If you restore an old course but don't see it in your My Courses widget (https://vtac.lonestar.edu/help/a159) in D2L, click on the View All Courses link and use the search and/or sorting functions.

Al Conference Recordings Posted in D2L on May 9, 2023 8:00 AM

LSC-Online is sharing the recording of the Virtual AI Conference for those who were not able to attend. We invite you access the recorded sessions and explore innovative AI strategies and best practices within the Lone Star College Community by visiting the AI Conference page (https://vtac.lonestar.edu/help/ai-conference).

We would like to extend our sincere gratitude to all those who made this conference possible and assisted with the planning, executing, and presenting for the conference. We would also like to thank all of those who attended and helped to make this a successful event.

Al Virtual Conference Posted in D2L on May 2, 2023 3:30 PM

Join LSC-Online for an engaging one-day virtual conference exploring innovative Artificial Intelligence (AI) strategies and best practices within the Lone Star College community. This conference offers a dynamic blend of presentations, workshops, and roundtable discussions, designed to foster collaboration, and inspire new ideas for implementing and integrating AI in higher education.

This unique event provides an excellent opportunity to connect with colleagues, share experiences, and learn from experts in the field. Don't miss this chance to expand your knowledge and contribute to the future of AI in higher education.

Friday, May 5, from 9 a.m. - 4 p.m. MyWorkShops Registration (https://myworkshops.lonestar.edu/psc/elmprd/EMPLOYEE/ELM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL? Page=LM_CRS_DTL_FL&Action=U&ForceSearch=Y&LM_CI_ID=4218)

Visit VTAC to view the agenda, workshop topics, and additional information (https://vtac.lonestar.edu/help/ai-conference).

Set Up MFA for All Employee Accounts Posted in D2L on Apr 27, 2023 2:15 PM

To: All Faculty and Staff

This is a friendly reminder that starting on April 28, all faculty and staff will be required to set up the new Multi-Factor Authentication (MFA) two-step verification process to access LSC email or other services when not on the LSC network. Please take 5 minutes and set up your account now. **Go to LoneStar.edu/MFA-Setup** (http://lonestar.edu/MFA-Setup) **to set up your verification options.** This additional verification step is to increase the security of your account.

Once MFA is required and I have not set it up, what happens?

- If you access email via a browser (https://portal.office.com), you will be prompted to set up MFA and will not be able to access email when not on the network or away from campus until you set it up.
- If you access email via a client app (e.g. Outlook for android/IOS, Mail for iPhone, etc.), you
 will not receive a prompt to set it up. Instead, you will stop receiving email while not
 connected to the network or off-site until you register for MFA. Based on our pilot
 group findings, you will also need to log out and log back into the client app once you
 register.
- **NOTE:** You should continue to receive email normally when on-site and connected to the LSC network.

For the full job aid and step-by-step instructions, go to

Setting Up Multi-Factor Authentication on Your Lone Star College Account (https://lonestar.service-now.com/sp?id=kb_article_view&sysparm_article=KB000201303)

Need IT assistance?

The OTS Service Desk never closes. We're available 24/7/365 (366 days during leap years!), and we're happy to help.

Go to LoneStar.edu/ServiceCenter (https://lonestar.service-now.com/sp) or call 832.813.6600 (toll-free 866.614.5014).

April D2L Update Posted in D2L on Apr 25, 2023 9:00 AM

The next update for D2L is scheduled for April 28th.

Important information regarding the update:

Discussions

- Preview the **New Discussion Creation Experience** that brings the same look and feel as Assignments and Quizzes to Discussion Topics.
- This new experience can be toggled on or off at any time until **Spring 2024**.
- Please visit the Introducing the New Discussion Creation Experience (https://vtac.lonestar.edu/help/introducing-the-new-discussion-creation-experience) VTAC article for more info.

Quizzes

- D2L will now show a dialog box to students who attempt to leave an in-progress quiz early which will warn them of any consequences of leaving the quiz early.
 - If the quiz has a **Time Limit**, they will be warned the time limit will **NOT** be paused while they are away.
 - If the quiz has an **End Date** but no time limit, they will be warned they must return before the end date.
 - If the quiz's **End Date** has passed while the quiz attempt was in-progress, the student will be warned they will not be able to return to the quiz.
- Please visit the Submitting or Leaving a Quiz (https://vlac.lonestar.edu/help/submit-or-leave-a-quiz) VLAC article for more details.

Add a User Form

• The **Add a User to a Course** form has been updated, enabling Faculty to lookup users by their **Employee Email** as well as **ID number** and **Username**. See the form instructions (https://vtac.lonestar.edu/help/a136) in VTAC for more details.

Request for Feedback Posted in D2L on Apr 18, 2023 7:00 AM

The Lone Star College Libraries are asking for your feedback!

Please take this brief survey about the library to help us evaluate our services.

Click to begin survey. (https://forms.office.com/r/DAkJzbLkFb)

SoftChalk Hands-on Training Posted in D2L on Apr 12, 2023 7:00 AM

Friday, Apr. 21st, from 10:00 a.m - Noon.

Are you looking to make course content more engaging for your students? Lone Star College faculty and staff can do just that using SoftChalk, the interactive content authoring software and learning object repository provided by the college.

The content you create with SoftChalk integrates into D2L Brightspace and student scores report directly to the D2L gradebook!

During this 2 hour hands-on event, you will learn how to create, manage, discover, and share interactive learning materials using SoftChalk Cloud, that can be delivered to your students in D2L Brightspace. This event requires each person to register and have their own computer during the training to follow along.

Webinar Registration (https://us02web.zoom.us/webinar/register/WN_YOAVw2xgTBGrITw8F-8dUw) MyWorkshops Registration (https://myworkshops.lonestar.edu/psc/elmprd/EMPLOYEE/ELM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL? Action=U&ForceSearch=Y&LM_CI_ID=4110) (Code: LSC-4131)

For more information on activating your SoftChalk account with LSC's temporary 30-day trial, visit the Virtual Teaching Assistance Center (https://vtac.lonestar.edu/help/softchalk-account).

AI Writing Detection Posted in D2L on Apr 11, 2023 2:00 PM

We are pleased to announce that Turnitin now includes AI writing detection. They claim it identifies 97% of ChatGPT and GPT3 authored writing, with a very low (less than 1%) false positive rate. The new functionality operates within the existing Turnitin workflow so that you will be able to analyze content and use feedback tools in the same user experience as before.

Turnitin also published an Al writing resource page (https://www.turnitin.com/solutions/ai-writing) to support educators with teaching resources and to report its progress in developing Al writing detection features. The technology is constantly evolving and just a few weeks ago, OpenAl announced the release of GPT-4 with broader access to the web and third-party sites. Turnitin plans to adapt and respond to the next iterations and innovations in Al writing, putting the safety of students and the needs of educators and institutions first.

For more information about using Turnitin, visit the Virtual Teaching Assistance Center (https://vtac.lonestar.edu/help/use-turnitin-with-assignments).

RESOLVED: VTAC/VLAC Outage & Slowness Posted in D2L on Mar 24, 2023 10:13 AM (Edited)

The issue with the support sites for VTAC (https://vtac.lonestar.edu/) and VLAC (https://vlac.lonestar.edu/) due to a 3rd-party server issue with the hosting site **has now been marked as resolved** by the vendor. Functionality for both VTAC and VLAC has fully returned.

Original Message:

Currently, the support sites for VTAC and VLAC are experiencing intermittent slowness/outage due to a 3rd-party server issue with the hosting site. Please refer to their status page (https://knowledgeowl.statuspage.io/) for further updates.

For details from the vendor regarding the issue, see this Incident Report (https://knowledgeowl.statuspage.io/incidents/pr6z16m6v8lf).

We apologize for any inconvenience and appreciate your patience during this unexpected disruption in service.

March D2L Update Posted in D2L on Mar 21, 2023 11:30 AM

The next update for D2L is scheduled for March 24th.

Important information regarding the update:

Awards

• Learners can now share achievements from the Awards tool directly to their LinkedIn profiles. Instructions are available in VLAC (https://vlac.lonestar.edu/help/b450).

Calendar

• D2L will now prevent duplicate calendar events on a course copy or import to reduce performance issues.

Upcoming Vendor Trainings Posted in D2L on Feb 28, 2023 2:00 PM

Have you ever wondered how to **add learning games** to your D2L courses using StudyMate? Or perhaps you want to **edit your videos** beyond what YuJa will allow? Then you should check out some of the upcoming training sessions being hosted by our supported vendors.

Upcoming sessions include

- Respondus 4.0 and the Test Bank Network (Mar. 7)
- StudyMate Campus: Learning Games with D2L (Mar. 9)
- Getting Started with TechSmith Camtasia (Mar. 22)

For information on these and other training sessions, visit the VTAC Event Calendar (https://vtac.lonestar.edu/help/events). Be sure to visit that page often, as it is continuously updated.

Missed a virtual session hosted by LSC-Online? Check our Webinar Training Library (https://vtac.lonestar.edu/help/training-library) to see if there is a recording available.

February D2L Update Posted in D2L on Feb 21, 2023 12:01 AM

The next update for D2L is scheduled for February 24th.

Important information regarding the update:

New Quiz Creation Experience

• Two new paging options are available in the **Timing & Display** menu in the **New Quiz Creation Experience**. Instructors can choose to display **5 questions per page** or **10** questions per page.

 Instructors can now add quiz Start Dates and End Dates to the Calendar tool in the New Quiz Creation Experience by selecting the [Add availability dates to Calendar] checkbox under Availability Dates & Conditions.

Click here (https://vtac.lonestar.edu/help/new-quiz-creation-experience) to learn more about the **New Quiz Creation Experience**.

Rubrics

• When editing a previously assessed **Rubric**, edited fields will now be highlighted blue and the text **(Edited)** will appear in the lower right corner of the field. When you save and close the rubric, these edit indications will no longer appear.

RESOLVED: VTAC / VLAC Outage & Slowness Posted in D2L on Feb 16, 2023 9:14 AM (Edited)

The issue has been resolved.

Original Message:

Currently the support sites for VTAC (https://vtac.lonestar.edu/)and VLAC (https://vlac.lonestar.edu/) are experiencing intermittent slowness/outage due to a 3rd-party server issue with the hosting site. Please refer to the status page (https://knowledgeowl.statuspage.io/) for further updates.

We apologize for the inconvenience this has caused.

RESOLVED: Qwickly Attendance Issue Posted in D2L on Feb 13, 2023 2:36 PM (Edited)

The issue with attendance taking-functionality in Qwickly Attendance **has been resolved** and is working as expected.

Original Message:

Qwickly Attendance is currently undergoing extended maintenance as of today, 2/13/23 at 1:10PM CST, in order to resolve an issue with taking attendance. We have had reports from Instructors receiving a page stating "There was an error connecting to the database. Please try again in a short time" when attempting to start Check-In. Qwickly does not currently have an ETA for a resolution of the issue and completion of the maintenance.

For the original messages from Qwickly, see the link below:

https://www.goqwickly.com/support/

We apologize for any inconvenience and appreciate your patience during this unexpected

disruption in service.

Ally Training Posted in D2L on Jan 25, 2023 12:01 AM

Monday, Jan. 30, from 1:00 - 2:00 p.m.

We would like to share how Blackboard Ally can be an important part of creating and maintaining an equitable learning environment for all our students. LSC-Online faculty have been able to use Ally and have learned some tricks and tools to make sure that our students have equal access to course materials in a variety of formats. An inclusive learning environment improves equity for diverse student populations but ultimately benefits all students.

Presented by Kimberlee Ball, Christina Cross, and Tamara Herod Hosted by LSC-CyFair Teaching and Learning Center

Click Here to Register. (https://forms.office.com/Pages/ResponsePage.aspx?id=NWXzMa_R-UeZDzjcBND6RxKuSD-LBOxBm1z9PPQrXvVUOEIBT0xNVVVIUDZHWIBSMVdEMjNQSU1GWiQIQCN0PWcu&wdLOR=cA3E1A801-8F1A-4E73-BCDF-5DC3804AA9CF)

January D2L Update Posted in D2L on Jan 24, 2023 3:00 PM

The next update for D2L is scheduled for January 27th.

Important information regarding the update:

Email

• To reduce the amount of spam emails, a daily limit of email recipients has been set. Once a user reaches the daily recipient limit, they receive a notice in the Email tool and the **Send** button becomes invisible. The user can still receive emails and save drafts.

Rubrics

• If an instructor doesn't complete a rubric evaluation and tries to navigate away, a verification dialog appears to ensure you want to discard the incomplete evaluation. From that dialog, the instructor can save the draft, discard the draft, or close the dialog box and return to the partial evaluation.

Browsers

 The list of supported browsers has been updated. If you are using a browser below Chrome/Edge 107, Safari 16, and Firefox 106, you will receive a warning message saying "Your browser is looking a little retro."

SoftChalk Hands-On Training Posted in D2L on Jan 23, 2023 12:01 AM

Friday, Jan. 27, from 2:00 - 4:00 p.m.

Are you looking to make course content more engaging for your students? Did you know that Lone Star College faculty and staff can do just that using SoftChalk, the interactive content authoring software and learning object repository provided by the college for your use?

The content you create with SoftChalk integrates into D2L Brightspace and student scores report directly to the D2L gradebook!

During this 2 hour hands-on event, you will learn how to create, manage, discover, and share interactive learning materials using SoftChalk Cloud, that can be delivered to your students in D2L Brightspace. This event requires each person to register and have their own computer during the training to follow along.

Webinar Registration (https://t.sidekickopen07.com/s3t/c/5/f18dQhb057kF8cpmhLVFQrRJ59hl3kW7_k2841CX6NGW36PRYC7wzN6HW7s-VM_5ng2F8f197v5Y04? te=W3R5hFj4cm2zwW4hLTKz4mBct4W4tB1VL1JH0QfW4mBcv941PGrNW49KvpZ4cQgTgW1Lq0S13HcRBFW43ywyB30c21-W4pgNQc4fyNtf377_2&si=800000024573827&pi=dc0cf3e3-046b-40e8-b025-2c3a42e42633) **MyWorkshops Registration** (https://myworkshops.lonestar.edu/psc/elmprd/EMPLOYEE/ELM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL? Action=U&ForceSearch=Y&LM_CI_ID=4110) (Code: LSC-4131)

RESOLVED: Issue Impacting D2L Posted in D2L on Jan 20, 2023 8:06 AM (Edited)

All courses that were not displaying in D2L last week have been restored and should now be accessible to any student currently enrolled.

Students, if you are enrolled in a course that was not displaying in D2L last week, please contact your instructor to let them know you were affected by the issue so you can get caught up on any missed coursework.

Original Message:

There is currently an iStar issue causing some courses to not display in D2L.

If a class does not display for you, there is no need to open a new support ticket. OTS is aware of the problem and actively working to resolve it.

We apologize for any inconvenience and appreciate your patience during this unexpected disruption in service.

ALERT: Roster Reconcile Tool Issue

Posted in D2L on Jan 17, 2023 3:53 PM

There is currently an ongoing issue while using the **Roster Reconcile Tool** to enroll students who have not completed their Online Student Orientation. The **[Enroll into D2L]** button will remain for that student even after they have been enrolled successfully into the classlist.

This only applies to students that have not yet completed their Online Student Orientation and are listed in the classlist with the Student Orientation role.

We apologize for the inconvenience this has caused.

Extended Support Hours Posted in D2L on Jan 12, 2023 12:01 AM

LSC-Online is offering extended support hours this **Saturday, Jan. 14th from 9:00 a.m. - 1:00 p.m.** The LSC-Online team will be providing ticket support and a virtual open lab to assist faculty with D2L, supported technologies, and course design.

The virtual open lab can be accessed through this link: https://lonestar.webex.com/lonestar/j.php? MTID=mdfefcdee774b94a213f89da0930a86ea

Tickets for D2L related questions/issues can be submitted by emailing VTAC@LoneStar.edu ().

OTS (https://www.lonestar.edu/ots) is available 24/7 for technology questions.

For other support opportunities, please refer to the VTAC Event Calendar (https://vtac.lonestar.edu/help/events).

Turnitin Scheduled Maintenance Posted in D2L on Jan 11, 2023 2:55 PM

Turnitin will be conducting necessary maintenance on **Saturday, Jan 14, from 11:00 AM to 7:00 PM.**

During this time, services will be **unavailable**. Papers should not be submitted to Turnitin or Turnitin-enabled assignment folders in D2L during this time.

We apologize for any inconvenience this may cause.

YuJa Overview - Online Workshop Posted in D2L on Jan 11, 2023 12:01 AM

Friday, Jan. 13, 2023 from 1:30 - 2:30 p.m.

Please join us for the "YuJa Overview-Online Workshop" led by Yennhu Nguyen, customer success manager at YuJa.

Follow along as Yennhu leads you step by step in:

- Getting Started
 - Accessing YuJa
 - How to Create a Recording
 - Browser Capture Studio
- Media Management
 - Manage Media Actions
 - Media Panel Details
 - Video Editor
- Content Distribution
 - Sharing Media
 - Direct Links
 - Embedding in D2L

Webinar Registration (https://lonestar.webex.com/weblink/register/r68ea96fa21538f4b29d720702ad5f03e) MyWorkshops Registration (https://myworkshops.lonestar.edu/psc/elmprd/EMPLOYEE/ELM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?

Page=LM_CRS_DTL_FL&Action=U&ForceSearch=Y&LM_CI_ID=4016) (Code: LSC-4037-2)

Video Newsletter - Spring 2023 Posted in D2L on Jan 10, 2023 8:00 AM

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

Here are the topics in the Spring 2023 Episode:

- New Quiz Experience
- Edit Rubric Text
- ReadSpeaker in Discussions
- Zoom in D2L
- Pronouns in the Classlist
- YuJa Video Updates
- Bright IDeas Video Podcast
- And more...

Spring 2023 Semester Start Posted in D2L on Jan 9, 2023 12:01 AM

Welcome to the Spring 2023 Semester!

To get started in your D2L course, please explore the following resources:

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/semester-start-checklist).

This VTAC Knowledge Base: This site contains guides to help you work with your new D2L course. You can learn more about using it at the following link: Using VTAC Knowledge Base (https://vtac.lonestar.edu/help/using-vtac).

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

Previous announcements have been archived on other pages:

- 2022 (https://vtac.lonestar.edu/help/2022-archived-announcements)
- 2021 (https://vtac.lonestar.edu/help/2021-archived-announcements)
- 2020 (https://vtac.lonestar.edu/help/2020-archived-announcements)
- 2019 (https://vtac.lonestar.edu/help/2019-archived-announcements)