

---

# Technology Updates

# FALL 2024

*Are you using assistive technology to read this PDF? If so, [read this accessible version.](#)*



**KENNESAW STATE  
UNIVERSITY**  
UNIVERSITY INFORMATION  
TECHNOLOGY SERVICES

# Table of Contents

PAGE <b>01</b>	Windows 11 Upgrade	PAGE <b>06</b>	D2L Updates
PAGE <b>02</b>	How to Download Software Renew Adobe Licenses	PAGE <b>07</b>	Kahoot for Instructors Technology Training
PAGE <b>03</b>	Quarantine Folders	PAGE <b>08</b>	OwlTrain Update
PAGE <b>04</b>	Respondus Monitor Update	PAGE <b>09</b> + <b>10</b>	Fall Technology Workshops
PAGE <b>05</b>	VoiceThread Update	PAGE <b>11</b>	Status Page Technology Support at KSU



# Windows 11

All computers in classrooms and labs have been upgraded to Windows 11. By the end of Fall 2024, all KSU computers must be upgraded to Windows 11.

When using Windows 11, you will notice many applications—including Outlook and Office—remain unchanged.

*Are you still using Windows 10?* Upgrading to Windows 11 is easy! Follow the steps below, or view [detailed instructions for upgrading to Windows 11](#) on the Knowledge Base.

## How to upgrade to Windows 11:

### 1. Open the Software Center Application:

- Click the Start Menu.
- Begin typing Software Center with the Start menu open.
- Locate and open the Software Center Application.

### 2. Initiate installation:

- In the Software Center window, select Updates on the left side.
- Select the Windows 11 version available.
- Click Install to start the upgrade process.
- *The upgrade process may take up to 2 hours. You will be able to use your computer during this time.*

### 3. Restart to complete your installation.

- Once the download and installation are complete, you will be prompted to restart your computer.
- Save any open work and proceed with the Restart.
- *The Restart process may take up to 20 minutes. You will not be able to use your computer during this time.*

As always, the [KSU Service Desk](#) will be here to support you as you acclimate to the new system.



# How to Download Software

To download software—or to check out or renew an Adobe license—follow these steps:

1. Navigate to [desktopsoftware.kennesaw.edu](https://desktopsoftware.kennesaw.edu).
2. Log in with your KSU email and password.
3. Choose the software you plan to use for work.
4. A button on the top-right reads **Add to Cart**, **Get Instructions**, or **Get Access**.
  - a. If the button says **Add to Cart**, click it to add the software to your cart, then view your cart and check out.
  - b. If the button says **Get Instructions**, click it to open instructions for installing the software.
  - c. If the button says **Get Access**, click it to be directed to an external site where you can access the software.

## Renew Adobe Licenses

Have questions  
or need  
assistance?

Contact the  
[KSU Service  
Desk](#).

*Adobe licenses need to be checked out on a semester-by-semester basis.*

If you checked out an Adobe license for Spring, it expired in mid-May; if you checked one out for Summer, it will expire on Aug. 5 (with a 7-day grace period after that date). **To avoid a disruption in access to Adobe products, you can renew your license beginning on Aug. 5.** If you checked out a license for Summer, you will receive an email reminder from external email address [noreply@kivuto.com](mailto:noreply@kivuto.com) with a link to renew your license.

If you currently have an Adobe license and choose not to renew it, we strongly encourage you to save your Adobe content to Microsoft OneDrive because your Adobe cloud storage will become inaccessible once your license expires.

If you have not checked out an Adobe license and would like to have one for Fall, please follow the steps for downloading software (listed above) on or after Aug. 5.

This summer, KSU implemented a feature called PhishRIP (Remove, Inoculate, and Protect), which will direct potentially malicious emails to a newly created Quarantine folder in your email inbox. We all remember quarantining to slow the spread of COVID-19. Quarantine email folders operate on the same principle to promote cybersecurity.

## Please note:

- **You may not have a Quarantine folder;** it will be created when the new PhishRIP functionality acts on a malicious message you receive.
- **Any email in your Quarantine folder is considered malicious;** treat it like you would any infected object: leave it alone!
- **Not all malicious emails will be captured by this new feature;** you must still practice email safety and report suspicious emails.

## Quarantine Folder Q&A

### “What do I need to do with emails in the Quarantine folder?”

This is an easy one: Do nothing! We highly recommend that you not interact with the emails in the Quarantine folder.

### “What is the purpose of PhishRIP?”

PhishRIP will decrease the risks posed by malicious emails by facilitating automation on emails determined to be malicious.

### “Why not just delete the emails automatically (rather than have the Quarantine folder)?”

Once an email is deleted, it is difficult to recover. A quarantine folder protects from accidental deletions and will allow for quick recovery in the event that an email is flagged erroneously.

### “Why is an email from someone in leadership/on my team in the Quarantine folder?”

It might appear that an email is from someone you know; this is one of the most common tricks scammers implement to trick you into interacting with a malicious email.

For more information, please see [What Are Quarantine Email Folders?](#)

# Respondus Monitor Update

KSU Technology Updates, Fall 2024

Respondus Monitor, a companion product for the Respondus LockDown Browser (RLDB), records students during online, non-proctored quizzes in D2L. When the Respondus Monitor feature is enabled for a quiz, students are required to use the LockDown Browser with a webcam and a microphone. After the quiz is complete, the instructor can review details of the assessment, including the recorded videos.

## Respondus Monitor Updates:

- **Faster proctoring results:** Average time for Respondus Monitor proctoring results to become available to instructors is now less than 10 minutes. (This is a reduction of ~4 hours.)
- **Improved video functionality:** Higher resolution video, few video interruptions, and tighter sync of video and data.
- **More precise flagging** with better student prompting to remedy screen tilt and bad lighting issues.
- **NEW! Respondus Monitor now supports three sensitivity levels**, configurable by the instructor

Respondus continues to develop Respondus Vision to reduce false positives, keep bandwidth requirements low, ensure algorithm fairness, and provide a foundation for continued improvement.

# VoiceThread Update

VoiceThread, a web-based application that allows instructors to put collections of images, videos, documents, and presentations at the center of an asynchronous course discussion, has moved to the new VoiceThread experience. While the core user experience remains unchanged, the new VoiceThread experience brings many new features.

Changes and new features include . . .

- Bulk comment management options
- Audio description of slides
- Full accessibility, so VoiceThread Universal is no longer necessary
- One conversation view
- Comment and slide navigation buttons have moved to the left side of the page
- Zooming and panning while commenting
- Jump navigation while commenting
- And more—find the full list of changes and new features on [VoiceThread's website](#).

Access to VoiceThread through D2L remains the same.



## D2L Advanced Assignments Evaluating Options

Multiple instructors within a course can work together to grade student assignments. Each instructor can have different options for grading and publishing student work.

## Kaltura upgrade from v2 to V7 players

Kaltura V7 Player comes with an updated look and feel, enhanced security and performance

## Library Course Materials

Search and link KSU Library Materials directly to your D2L Content Modules using the Galileo Search LTI Integration, known at KSU as Library Course Materials tool.

## SoftChalk Cloud Enterprise

Add SoftChalk Modules and sync scores to the D2L Gradebook. *You can create and access a SoftChalk account from within D2L or by visiting [kennesaw.softchalkcloud.com](https://kennesaw.softchalkcloud.com) and signing in with KSU credentials.*



**Boost your D2L Skills!**

**Check out the workshop schedule on pages 9 & 10.**

# Kahoot! EDU for Instructors

Kahoot is an interactive learning platform to create and play game-based quizzes and assignments. Instructors can [create an account](#) and explore ready-made Kahoots or start creating your own.

*Please note that KSU has limited Kahoot licenses, which are assigned on a first-come, first-served basis.*



UITS training provides three options to boost your technology know-how:

## 1-on-1 Training

Schedule a 1:1 training session to address questions or cover a portion of an application such as the Microsoft 365 Suite, Adobe Creative Cloud, D2L Brightspace, or DocuSign .

*Details & Instructions:*



## Group Training

We are happy to hold sessions by request for an entire academic class, an entire department, or a smaller group of faculty and/or staff.

*Details & Instructions:*



## Workshops

Our live virtual workshops offer opportunities for you to learn how to use technology so you can be even more effective—and efficient—at work!

View our Fall 2024 workshop schedule on the following pages, or check it out online:



## OwlTrain: Your E-Learning Resource

OwlTrain is KSU's free e-learning platform filled with live and self-paced workshops and courses, as well as e-books and audiobooks, on a variety of topics. OwlTrain features a user-friendly interface and a wide range of resources.

Log on to OwlTrain to learn about . . .

- Data analysis and management
- Professional improvement
- And more!



# OwlTrain Update

KSU Technology Updates, Fall 2024

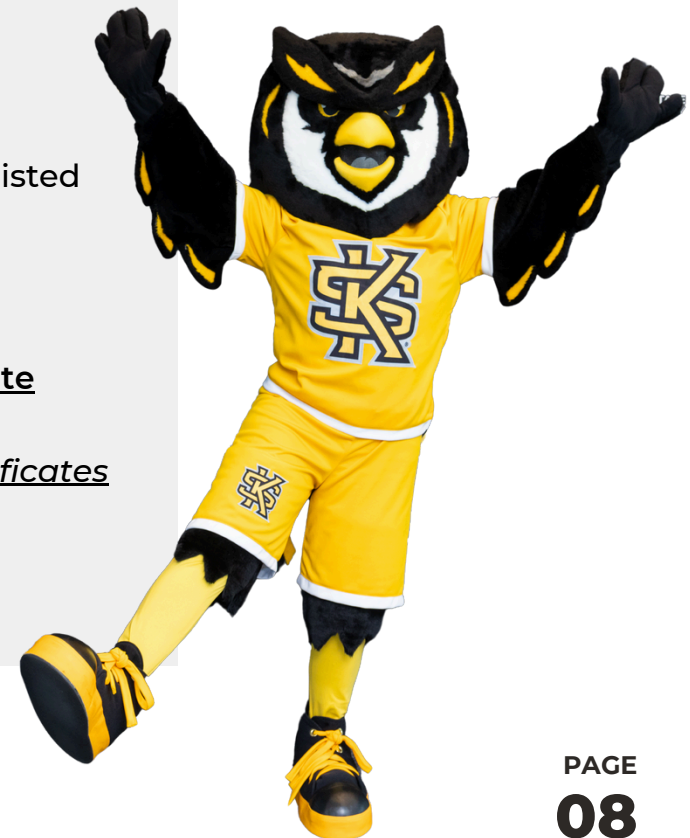
OwlTrain, KSU's free e-learning platform, is moving to a new user learning experience beginning Aug. 4! While the core user experience will remain unchanged, the new learning experience provides an improved interface with new features and delivers personalized learning to meet individual needs.

---

## New changes and features include . . .

- Left-hand navigation for both learners and admins
- Library page instead of a library menu
- What's New page highlighting new content and features
- Access to all pages from a new My learning page with time-sensitive items listed
- Certifications page showing you all certifications that are available
- Skill benchmark page showing all the skill benchmarks available
- AI Simulations page showing all the CAISY scenarios available
- And more—find the full list of changes and new features at [Skillsoft's website](#)

*The processes for [finding compliance trainings](#) and [accessing compliance certificates](#) have not changed.*



# FALL SCHEDULE



## AUGUST

<b>08</b> THUR	<b><u>Getting Started with Microsoft Copilot</u></b>	2:00 - 3:00 p.m. located Online-MS Teams	<b>21</b> WED	<b><u>Getting Started with Microsoft Copilot</u></b>	10:00 - 11:00 a.m. located Online-MS Teams	<b>23</b> FRI	<b><u>Omni CMS</u></b>	10:00 - 11:30 a.m. located Online-MS Teams	<b>28</b> WED	<b><u>Kaltura MediaSpace Essentials</u></b>	11:00 - 12:00 a.m. located Online-MS Teams	<b>29</b> THUR	<b><u>Getting Started with Microsoft Copilot</u></b>	2:00 - 3:00 p.m. located Online-MS Teams
-------------------	--	---	------------------	--	---	------------------	------------------------	---	------------------	---	---	-------------------	--	---

## SEPTEMBER

<b>04</b> WED	<b><u>Getting Started with Microsoft forms</u></b>	10:00 - 11:00 a.m. located Online-MS Teams	<b>05</b> TUES	<b><u>D2L QA: Common Questions</u></b>	2:00 - 2:30 p.m. located Online-MS Teams	<b>10</b> TUES	<b><u>D2L QA: Homepage &amp; Widgets</u></b>	10:00 - 10:30 a.m. Online-MS Teams	<b>11</b> WED	<b><u>Tech Tools to Get (and stay) Organized</u></b>	2:00 - 3:00 p.m. located Online-MS Teams
<b>16</b> MON	<b><u>Excel Basics: Getting Started with Excel</u></b>	2:00 - 3:00 p.m. located Online-MS Teams	<b>17</b> TUES	<b><u>Excel Basics: Formulas &amp; Functions</u></b>	2:00 - 3:00 p.m. located Online-MS Teams	<b>18</b> WED	<b><u>Excel: Tables, Charts, &amp; Pivot Tables</u></b>	2:00 - 3:30 p.m. located Online-MS Teams	<b>19</b> THUR	<b><u>Finding Data in Tables in Excel</u></b>	2:00 - 3:00 p.m. located Online-MS Teams
<b>20</b> FRI	<b><u>Power Query in Excel</u></b>	2:00 - 3:00 p.m. located Online-MS Teams	<b>24</b> TUES	<b><u>D2L QA: Gradebook for Midterms</u></b>	10:00 - 10:30 a.m. Online-MS Teams	<b>25</b> WED	<b><u>Intro to CAISY AI Simulator</u></b>	2:00 - 3:00 p.m. located Online-MS Teams	<b>27</b> FRI	<b><u>Omni CMS</u></b>	10:00 - 11:30 a.m. located Online-MS Teams

## OCTOBER & NOVEMBER



# FALL SCHEDULE



## OCTOBER

**01** | [Intro to Canva](#)  
TUES | 2:00 - 3:00 p.m. located  
Online-MS Teams

**08** | [Adobe Express](#)  
TUES | 10:00 - 11:00 a.m. located  
Online-MS Teams

**09** | [Adobe Photoshop  
Express](#)  
WED | 10:00 - 11:00 a.m. located  
Online-MS Teams

**10** | [Adobe Rush](#)  
THUR | 10:00 - 11:00 a.m. located  
Online-MS Teams

**11** | [Intro to Adobe AI  
Tools](#)  
FRI | 10:00 - 11:00 a.m. located  
Online-MS Teams

**22** | [Qualtrics Surveys](#)  
TUES | 2:00 - 3:00 p.m. located  
Online-MS Teams

**25** | [Omni CMS](#)  
FRI | 10:00 - 11:30 a.m. located  
Online-MS Teams

**29** | [Organizing your  
Outlook Inbox](#)  
TUES | 2:00 - 3:00 a.m. located  
Online-MS Teams

## NOVEMBER

**04** | [Excel Basics: Getting  
Started with Excel](#)  
MON | 2:00 - 3:00 p.m. Online-  
MS Teams

**05** | [Excel Basics:  
Formulas & Functions](#)  
TUES | 2:00 - 3:00 p.m. Online-  
MS Teams

**06** | [Excel: Tables, Charts,  
& Pivot Tables](#)  
WED | 2:00 - 3:00 p.m. Online-  
MS Teams

**07** | [Finding Data in Tables  
in Excel](#)  
THUR | 2:00 - 3:00 p.m. Online-  
MS Teams

**08** | [Power Query in Excel](#)  
FRI | 2:00 - 3:00 p.m. Online-  
MS Teams

**12** | [D2L: Import, Export, &  
Copy Components](#)  
TUES | 2:00 - 3:00 p.m. Online-  
MS Teams

**15** | [Omni CMS](#)  
FRI | 2:00 - 3:00 p.m. Online-  
MS Teams

**19** | [Intro to Canva](#)  
TUES | 2:00 - 3:00 p.m. Online-  
MS Teams

**19** | [D2L QA: Gradebook  
for Finals](#)  
TUES | 2:00 - 3:00 p.m. Online-  
MS Teams

**20** | [Getting Started with  
Microsoft Copilot](#)  
WED | 2:00 - 3:00 p.m. Online-  
MS Teams



The [KSU Status Page](#) shows the status of technology you use at KSU.

To subscribe and receive text or email alerts when services you use undergo maintenance or have outages, visit [status.kennesaw.edu](https://status.kennesaw.edu) and click "Subscribe To Updates."

A list of 80 components you can subscribe to appears. Choose the systems that are most relevant to your job. You can select D2L Brightspace, Qualtrics, Owl Pay, etc. After you made your selection, click SAVE at the end of the page. You will receive a text or email to confirm your subscription.

## Technology Support

*When you need immediate assistance with KSU-supported technology, **UITS is here for you!***

### Contact the KSU Service Desk

470-578-6999

[service.kennesaw.edu/technology](https://service.kennesaw.edu/technology)

### Service Desk Walk-Up Counters:

Kennesaw: Sturgis Library, Room 4500

Marietta: Academic Building, Lower Level

[Return to Contents Page](#)

