In information technology support, we believe our first service is human service, to both faculty and the students. Whatever your need, whatever tech tool you need help with, reach out to IT and we’re here to help.

-- URI Information Technology Services

Learn to Merge Your Own Brightspace Courses

**Self-service course merging** is available for faculty merging sections for which they are designated as the Instructor or Admin of Record in e-Campus. When a course is merged, one set of content is presented to all of the sections in the merged course site. Student rosters are also combined. Please be advised that this process can take up to 24-48 hours to complete.

**Complicated course merging** include courses taught by different instructors. These require that you submit a support ticket to the IT Service Desk. The ITS Teaching & Learning Services team will perform the merges and it can take up to 48 hours.

[See Instruction for Self Service Course Merging >>](#)
Faculty Success Stories

Amanda Izenstark incorporates Jamboard with Zoom breakout rooms to allow students to collaborate on ideas and topics of research in her Information Research classes.

Read Story >>

Erika Fiore instructs pre-calculus and calculus courses at URI. Erika uses Notability over Zoom calls to showcase notes and annotations over resource files.

Read Story >>

Alicia Vaandering uses Padlet as a functional learning space and employs PowToon to reach students by creating animated videos that can be shared via social media.

Read Story >>

Natalie Pifer incorporates Top Hat within her lessons to allow students to diversify their participation and gain feedback from that participation.

Read Story >>
Come to any virtual training offered by the IT Teaching and Learning Services team in Spring 2023.

**Ed Tech Overview Session - Feb 3 from 9am-12:45pm** - For those who are new to URI, or those who want a refresher in using ed tech.

**List of Ed Tech Sessions:**

- Self-Merging Brightspace Sections into One Course Shell - Offering daily sessions now through Jan 27, 2023
- Panopto Intro: Learn How to Use Panopto to Create Videos for your Lectures - Feb 3 at 10:40am
- Using the Brightspace Accessibility Checker - Feb 3 at 11:40am
- Build Your Materials in Brightspace to Follow Your Course Structure & Design Already in Place - Feb 10 at 1pm
- Accessibility, Ed Tech and Resource Discussion - Feb 16 at 10am
- Explore How to Spend Less Time Grading by Setting up the Brightspace Gradebook - Feb 22 at 11am
- Quizzes & Exams: Learn New Brightspace Features and Review Basics - Mar 9 at 3pm
- Engage Your Students Diverse Abilities Through Student Video Assignments - Mar 10 at 3pm
- Use Brightspace Release Conditions to Pace Students and Manage Content - Mar 20 at 2pm

[Visit ITS Training for Up-To-Date Sessions and Zoom Links >>](#)
Panopto Video Assignments Feature
Through the Panopto integration with Brightspaces, students can submit video assignments to their instructors in Brightspace.

Learn More About Panopto Video Assignments >>

Brightspace New Quiz Experience
Check out the new Create and Edit Quiz interface in Brightspace that has the same familiar layout and look and feel as the Assignments module.

Learn More About New Quiz Experience >>

ADA and Accessibility
Check out the accessibility and captioning standards and capabilities for applications and systems at URI.

View Details

ITS Research Computing Services
ITS Research Computing Services is a relatively new department with the goal of providing URI researchers access to cutting-edge computing equipment (HPC/AI/Data/Quantum); offering hands-on training, support and consultancy to enable computational research; leading and assisting with seeking grant funding; and facilitating access to a network of potential collaborators and resources (at URI and in the region) for interdisciplinary and multidisciplinary research.
IBM Quantum access for URI researchers is now available.
New $1M HPC/AI hardware is now available as part of the URI-UMass UNITY project.
Center for Computational Research gets official approval at URI. Read news stories from: URI News || PBN.COM || HPCWire.com

Visit ITS Research Computing Services >>

New IT Contract Review Service Beginning Soon
An IT Contract Review service will be announced to ITS, distributed IT, and Business Managers toward the end of January 2023. The service supports the new Policy on Contract Approval and Signature Authority to be released 2.18.23 by the Office of General Counsel (OGC). The policy states, “The Office of Information Technology Services must review and approve all Contracts that involve the purchase of hardware or software, or which otherwise grant a third party the right to integrate with University IT infrastructure or access campus information containing University data.” Once officially launched, the service request will be available as an offering in the ITS ServiceNow Service Catalog. The process helps ensure compliance and informs requesting departments, Enterprise Risk Management, Purchasing, OGC and IT Security approvers of the technological and operational risks involved with a contract.

The university began implementing ServiceNow this past summer. ServiceNow is a leading service provider for what is classified as an Information Technology Service Management system (ITSM). More than a ticketing system for submitting trouble tickets or requests, this system provides online workflows connecting people and services across URI. The opportunities to centralize service requests for not just ITS but across the university are far reaching. Currently the implementation team is made of members from ITS, Dining and Housing but will involve additional groups as
services are added.

The first service rolled out on ServiceNow was Incident reporting via the ITS Help Desk in late August. Anyone who may have submitted a ticket beginning around September 1 was using ServiceNow through the university’s Service Portal. There are many more services that will be made available and connected to additional departments, this is an evolving and growing system and will not stay static!

Currently the implementation team is working to add Requests, Problem Management and Service Level Agreements for services in ServiceNow. Future services may include items like Asset Management, employee onboarding, project and portfolio management and more. As items are added to the Service Portal, additional buttons will appear, such as one coming soon to request an IT Contract Review (see IT Contract Review article).

A big thank you to the ServiceNow implementation team!

Log on to URI ServiceNow Portal >>
Learn More at ServiceNow Website >>

Launching Adobe Sign at URI
The pandemic gave us many lessons, not the least of which are services that are needed online instead of paper when nearly all of us were working and learning remotely. At URI, most departments servicing our community must have forms to facilitate everything from applications to financial aid to grade changes. Processing these forms via paper or email is a huge task on a daily basis. To alleviate this and move towards full online processing, the university issues a Request for Proposals for an online service to create, route and sign forms.

In the summer of 2021, URI issued an award to Adobe for their Adobe Sign service. This is a full cloud service (also known as Software as a Service or SaaS). Led by Information Technology Services, a team of 28 URI staff members representing nine departments at URI began the work of designing and implementing forms via Adobe Sign instead of paper or email. Besides ITS, the departments involved are Enrollment Services, Controller’s Office, Budget and Financial Planning, Capital Projects, Human Resources, the Graduate School, Dining, Housing and Health Services. This afforded many opportunities to re-engineer many of the forms and processes behind, merge similar forms into one and in general reapproach what is needed, why and how.
Beginning this January and over time going forward, individual forms of the hundreds in use at URI will be rolled into Adobe Sign. No one but the form owners and administrators need a license, signatures are collected via email. Anyone who needs to submit a form also never needs a license, the end user will fill out the form in Adobe Sign, electronically sign it and it will automatically be routed to the next person that needs to sign it or approve it. This is a big step forward for the university and will allow for safe, secure processing of forms without emailing them from one person to another!

Learn More at Adobe Sign Website >>

For the past four years, Information Technology Services (ITS) has led a university wide awareness campaign for the month of October coinciding with the national CyberSecurity Awareness Month. Following a familiar format and assisted by the department of Communications and Marketing, the awareness campaign follows a similar format each year with weekly themes, a website with educational materials, quizzes, videos and other resources. The ITS Security team also once again conducted weekly virtual educational sessions

The 2021 campaign was again a success for the university, engaging tens of thousands of our community members through this important educational campaign. This year’s theme was “It’s Easy to Stay Safe Online” and focused weekly sessions on learning about Virtual Private Networks (VPN), Social Engineering, Remote Work and Learning, Phishing - Recognizing and Reporting. It’s important that everyone understands the risks and how to avoid them so that not just you stay safe but the organizations you are connected with. A big thank you to the Communications and Marketing, ITS Service Administration and ITS Security teams! See you this October!

Learn More About URI Cybersecurity Month >>
Meet New IT Staff

Amanda Jensen, IT Teaching and Learning Services
Dr. Jensen contributes to ed tech and elearning support, projects, pilots, and implementation of PD programs. Dr. Jensen holds an EdD in Higher Education Leadership, and her dissertation focused on faculty perceptions related to technology and non-technology users prior to COVID. Past experience has included instruction as faculty, ed tech support as an instructional technologist, provision of technology training workshops and programs, and a wide array of expertise with software and learning technologies.

Kevin Gray, IT Teaching and Learning Services
Kevin brings over 11 years of IT project leadership experience to the TLS team. He has extensive experience collaborating with stakeholders and implementing projects that support major organizational goals. His recent focus has been on the implementation and management of innovative digital healthcare technologies. Kevin holds a BS in Applied Economics and is a backyard barbecue enthusiast.

John Brindamour, IT Service Administration
John fills the newly established position of IT Contract Manager. The position helps ensure contractual and risk
compliance and informs requesting departments, Enterprise Risk Management, Purchasing, OGC and IT Security approvers of the technological and operational risks involved with a contract. John worked at the Naval Undersea Warfare Center for over thirteen years in various IT roles including managing their High Performance Computing lab and serving as Program Manager for an enterprise level post-award contract system.

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**Training**

There are many opportunities to learn about technology at URI. We have scheduled training sessions as well as live Zoom drop-in sessions (listed as TLS-Ed Tech Faculty Drop-in Support) on the Training page at [https://its.uri.edu/training](https://its.uri.edu/training). We also offer customized departmental training – if your department would like to receive training on a particular tool or set of tools customized for your needs, please contact the IT Service Desk (874-HELP, helpdesk@uri.edu).

[Visit IT Training >>](https://its.uri.edu/training)

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**Contact IT Service Desk for any assistance**

Get support for all issues related to e-Campus, email, internet connections, wireless, smartphones and tablets, laptops, desktops and more.

**Virtual Service Desk:** [Go to its.uri.edu to acess Zoom links](https://its.uri.edu)

**Web (Training & Office Hours):** [https://its.uri.edu](https://its.uri.edu)

**Walk-in Support:** Kingston Library, Room LL19

**Email:** helpdesk@uri.edu

**Phone:** 401-874-HELP (4357)

[Visit IT Service Desk >>](https://its.uri.edu)