

From: [Teaching and Learning Commons](#)

Subject: kaltura update

Date: Thursday, May 5, 2022 2:45:00 PM

Dear Faculty and Instructional staff,

We would like to provide one more update before going into the weekend and the start of your Summer semester. We continue to work with our vendor toward resolving Kaltura media links in your summer course shells.

In the meantime, our recommendation remains the same as we last communicated. **We recommend faculty re-linking the media in your course that is needed for Week 1 and 2 while we continue to work through the process. Step-by-step instructions on how to do this can be found [here](#).**

For those missing media files on courses.moodle.kpu.ca in their My Media, rest assure that our second migration is underway. This work will be completed by May 16th. However, should you need certain videos sooner, please let us know by contacting the [IT/T&L Service Portal](#).

If you require assistance, please note that both IT Service Desk and Teaching & Learning support staff will be available Saturday (May 7th) should you require assistance preparing for semester start.

Contact us through the [IT/T&L Service Portal](#) and we will do our best to assist you.

Again, we thank you for your patience as we navigate this significant system change.



Leeann Waddington, EdD, MSN, BSN (pronouns she/her)

Director of Learning Technology and Educational Development, Teaching and Learning Commons

t 604.599.2114 **f** 778-316-3223

e leeann.waddington@kpu.ca

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We would like to acknowledge our appreciation of being able to work, study and live on the traditional and ancestral lands of the Coast Salish peoples, including those of the Kwantlen First Nation, who graciously bestowed their name on this university.

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