



## this issue

Advise P.1

Colleague P.2

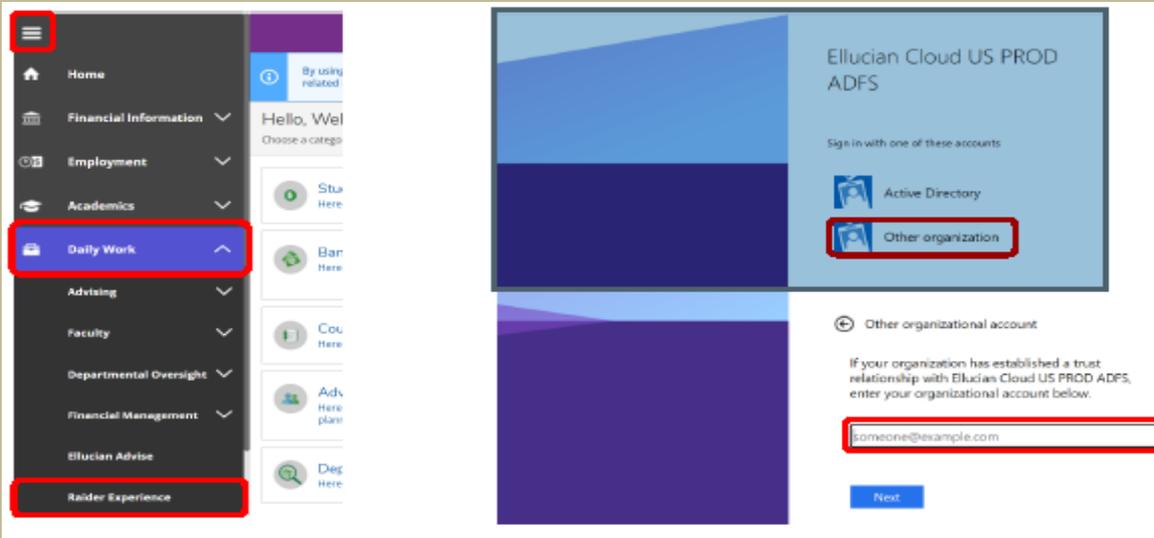
Windows 11 P.3

GLBA P.4

IT Helpdesk Fall Hours  
Monday – Thursday  
7:00am – 9:00pm  
Friday  
7:00am – 5:00pm  
Sunday  
6:00pm – 9:00pm  
Phone: 330-829-8726  
helpdesk@mountunion.edu

## Ellucian Advise

Ellucian Advise is a student support, advising, and retention software. Ellucian Advise is integrated to Colleague Self-Service and utilizes a single-sign in. Access to Advise is available to full time faculty, coaches, and specific staff. Advise Cards are also available within Raider Experience. Once signed into Self-Service, select the hamburger button > Daily Work > Ellucian Advise> Other Organization and use your full UMU email to sign in. Advise should open into the main Mount Union Advising Dashboard.



For those that have access to Advise, use the navigation bar at the top to access most user features of Advise. There is an Advisors and Faculty Module. The Advisors Module will display students’ information that you have a relationship within Advise (this includes academic advisor, an athletic coach, or someone on a case management team). The Faculty Module will display all your advisees. In addition, you can see class rosters or students in your current courses. Faculty will be able to view student records such as preferred name, student ID, email address, GPA, etc. Also, you will be able to raise, view, manage, close alerts, and see any activity history. If you have any questions or concerns, please reach out to the Center for Student Success.



## Self Service and Colleague Updates

Over the past year, our campus has received numerous updates, that have improved Colleague, Self Service, and Raider Experience. Below is a summary of the new features along with those being planned for the year to come.

### What's New?

- Performance enhancements improve registration performance during heavy registration periods.
- Enhancements to Time Management Self-Service gave the institution the ability to configure name display to include chosen name of the employee with Name Hierarchy.
- In Time Entry, support for clock in/out over midnight shifts was added which reduces keystrokes for employees.
- Improvements in Procurement approvals provide key features requested by customers to ease setup and maintenance, which allows for greater flexibility in queues and routing.
- Extensions to financial reports allow data analysis to improve financial decision making.
- Customers gained access to more information in a single location by attaching supporting documentation to vendors, projects, budget, and journal entries.

### What's Coming Next?

- New Student Profile in Experience for CRM Advise Clients will provide advisors and faculty with a holistic view of the student to help with student advising.
- Financial Aid and Accounts Receivable, regulatory support, defect fixes, customer-suggested enhancements, API coverage growth, and support for Ellucian SaaS Platform components are released regularly.
- Improving the way employees manage commonly needed HR-related information by providing Employee Experience Cards (Beta). Employees will be able to see leave balances and pay stubs at-a-glance from their Experience dashboard.
- Support for Pell & FAFSA Simplification updates.
- Experience customers want greater control over content categories for organizing cards and pages. Administrators will be able to add categories and embed links within dropdown tabs allowing for more customized organization of crucial resources for students.

## **Reminder: New Lab Software Requests for 2023-2024**

**Spring Term: August 15, 2023 -**  
This deadline has already passed; however, we understand plans can change. Late submissions will require a Dean's approval and an understanding that staffing resources may impact the success of new lab software installation.

**Summer Term: December 15, 2023**

**Fall Term: May 15, 2024**

## **Reminder: When getting a new cell phone.**

If you get a new phone or happen to delete the Two Factor Authentication App, you will need to reach out to the Helpdesk at 330-829-8726 or stop by the Helpdesk to have your password reset.



## Windows 11

We are currently in the research and early pilot phase of Windows 11 rollout. For users, the most immediately noticeable changes will be a redesigned start menu, taskbar, and revamped notifications. As conducting campus business occurs in an ever-increasingly remote and hybrid format, we are taking this opportunity to move to a more flexible method to tend to maintenance, support, and security requirements. We plan to achieve this by using a cloud-based solution that won't require a physical presence on campus or a VPN connection. This under-the-hood evolution represents one of the more significant changes to these tools and procedures at a campus level since we launched Microsoft Active Directory in 2003. Microsoft Intune will replace an accumulated 20 years of group policies and management techniques. Stay tuned for more information throughout the 2024 calendar year.

## **Network Down Time Announced.....**

There will be maintenance performed on servers over the Thanksgiving break. Look for more details on this down time in UMU Today.

Have a great Thanksgiving break!

## University and IT Technology Policies

University Policies can be found on the Mount Union main web site under University Policies. There are three main types of policies. Policy types are either Institutional, Administrative, or Operational. An Institutional Policy must be approved by President Council and the Board of Trustees, Administrative Policies must be approved by President Council and Operational Policies must be approved by the area Vice President. All Policies are overseen by the Policy Review Council. University Policies can be found at [University Policies | University of Mount Union](#)

Policies are categorized into seven main areas.

- Academics
- Administrative
- Finance
- Governance
- Personnel
- Student Life
- Technology

Office of Information Technology would like to remind you that many of the policies that IT governs can be found under the Technology category. Keeping in mind that IT may have input on other policies as well. See the list of IT policies below.

Account Creation	Information Security	Remote Access
Backup	IT Change Management	Team Site
Certificate Authority	IT Customer Service	Technology Resources Acceptable Use
Credit Card Security	IT Patch Management	Unified Communication
Data Incident Response	Loaner Equipment	
Digital Accessibility	Mobile Device	
Environmental Print	Portable Equipment	

## Multimedia Classroom Announcement

We will be conducting our annual room assessment in the coming month. While rooms needing attention are given priority, we do accept requests and suggestions. If you need assistance in any of our multimedia rooms, please contact the IT Helpdesk and as always, ***please remember to log out of the desktop computer and turn off the projector before leaving the classroom.***

## GLBA Updates

GLBA stands for Gramm-Leach-Bliley-Act. This is a federal requirement, which requires institutions to safeguard sensitive information. A GLBA assessment is conducted annually. Our last GLBA assessment was conducted in April. The assessment concluded with a total of 13 risk rating observations: 1 High, 5 Medium, 5 Low. The high-risk item relates to non-institutional devices having the ability to connect to the campus network, and the ability to connect to non-institutionally sanctioned cloud storage services. We will be working during the start of 2024 to test rules and controls to mitigate connections to cloud services with the tentative goal of deploying to the campus community in the fall. We will also begin work on certificate-based authentication to further identify legitimate connections to the campus network as we deploy a new campus network in the spring/summer.

## Phishing Test

Our most recent phishing campaign was completed on October 12<sup>th</sup> and 13<sup>th</sup>. The results came with 9.8% of users clicking the link within the message. A total of 583 messages were sent, 242 opened messages, and 57 links clicked. Please note that we have added a feature to the Outlook clients known as 'Phish Alert'. When a message is opened, please look to the ribbon at the top of the



message and click the button. This will report the message to IT as well as flag it within the Microsoft 365 environment.

## Cyber and Data Security Training for Students

Attention Students: The Office of Information Technology uses a product called Knowbe4, for training on data and cyber security as well as assistance with administering phishing campaigns.

Students now have access to security related training. More emails will be coming out soon as reminders. Please always be on the lookout for phishing emails, whether it is a test scenario or a real-life malicious message. It is a very common social engineering tool that can lead to loss of data or personal information.

This training is being conducted to assist students to become more aware of data security related information.

## Word Scramble

### Fall Terms

TAMNUU \_\_\_\_\_

careorcws \_\_\_\_\_

SHATREV \_\_\_\_\_

EROBMNEV \_\_\_\_\_

OATCAIRN \_\_\_\_\_

NPIEONEC \_\_\_\_\_

ESAVEL \_\_\_\_\_

### Technology Terms

FTASRWEO \_\_\_\_\_

NERNIETT \_\_\_\_\_

IMFOCTORS \_\_\_\_\_

RAAEHWRD \_\_\_\_\_

MRNPAGOGIMR \_\_\_\_\_

PLTPAO \_\_\_\_\_

PLEPA \_\_\_\_\_

## Welcome Our New ITC's



My name is Aaron Lockhart. I am a freshman here at the University. My Major is Multi-Platform Design. I am on the League of Legends esports team, and I bowl in a league. I also enjoy snowboarding.



My name is Keith Turnbull. I'm from Cuyahoga Falls, Ohio. I am a sophomore here at the University. My Major is Accounting and I'm on the swim and esports team.

## Word Scramble Answers

### Fall Terms

Autumn  
Scarecrows  
Harvest  
November  
Raincoat  
Pinecone  
Leaves

### Technology Terms

Software  
Internet  
Microsoft  
Hardware  
Programming  
Laptop  
Apple