

ISSUE
12
SUMMER
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Newsletter from
OFFICE OF
INFORMATION
TECHNOLOGY

TechTalk

IT Helpdesk Summer Hours

Monday – Friday

7:30am – 4:30pm

Phone: 330-829-8726

Email:

helpdesk@mountunion.edu



this issue

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Implementation of New Ellucian Products

On the heels of the implementation of our new Student Information System, Ellucian Colleague SaaS product, the Office of Information Technology is continuing deployment of three new add on systems.

Ellucian Workflow:

Workflow is an Ellucian product that compliments and is integrated with Colleague. Workflow provides the capability to automate tasks across the university by using the common and shared data within the system. Ellucian Workflow makes it easy to create user-friendly workflows that streamline processes and make processing requests easier and quicker. With the integration to Colleague, the processes built in Workflow can pull student, course and other specific data from the system and utilize it in the request. Workflow, like Softdocs, allows for automated processing of requests by sending messages and files in emails to the appropriate requestors and approvers. This allows for requests to be processed in a more efficient and timely manner while reducing the amount of paper and waiting that occurs in the current processes. Ellucian Workflow provides the University with another tool to improve and enhance our student, faculty and staff experience.

Ellucian Analytics:

Analytics is an Ellucian product designed to work with our university data and provide Administrators with real-time reporting on key performance indicators. Analytics combines data from departments and offices across campus into a customizable dashboard interface that provides visual and interactive views. These views can be customized to provide reporting on metrics and factors that are important and relevant to the individual user. Analytics uses graphical and clickable representations of the data to allow users the ability to dive further into a specific data set to gather additional information. Analytics has the potential to help identify growth opportunities and improve student success across the University.

Ellucian Experience:

Ellucian Experience is a mobile interface that provides users with interactive views of data from Colleague. Experience is designed specifically with mobile users in mind and has been built and designed to making accessing data simple and easy. Experience provides users with a dashboard that is specific to them so that Students, Faculty and Staff have access to data that is relevant to their individual needs. The dashboard allows each user to further customize their screen adding and removing titles so the most vital information to them is readily accessible. When Experience is rolled out to the campus community, it will be called Raider Experience and will replace the institutions mobile app to start with. Raider Experience will also be available from any web browser. Some of its future functionality will replace functionality that currently exists in IRaider portal providing users across campus with a new modern looking interface designed to provide quick and easy access to vital information. Raider Experience can be found in the mobile stores by looking for the Mount Union app or by going to the following link. [Home - Mount Union Experience \(elluciancloud.com\)](http://elluciancloud.com)

Deadline for Lab Software

As a reminder deadline for any new lab software for Fall semester is the first of July. The deadline for Spring semester is middle of October. Department Chairs are notified each April.

The Office of Information Technology manages a large quantity of software for the different labs on campus. It is important to let us know if there is new software that is needed. It is also important to let us know when a software title is no longer needed. This helps us to ensure we have the correct software available for students.

If for some reason these deadlines cannot be met, we will do our best, as time permits, to add the additional software. However, please keep in mind that this may take us longer and there is no guarantee that we can have it in our lab image process by the start of the semester.

If there are any questions or suggestions regarding the labs or virtual desktops, please feel free to reach out to us at any time. Thank you very much for your help in advance.

Helpdesk: 330-829-8726

Email: Helpdesk@mountunion.edu



Information Security Update

The Office of Information Technology partnered with BKD Cyber for their annual Gramm Leach Bliley Act (GLBA) Assessment spring assessment. Ten findings were discovered. One high, seven moderate, two low. IT will be working to remediate these findings over the course of this year. The findings were in the areas below.

1. Internal Information Security Risk Assessment
2. Privileged Accounts Reviewed
3. Remote Access Activity Monitoring
4. Patch Management
5. Content Filtering Controls
6. Application Controls
7. Business Continuity Planning
8. Domain User Accounts Processes
9. Physical Security of Certain Physical Spaces
10. IT Succession Planning

Additional information will be communicated as changes are implemented to remediate these findings. If you should have any questions related to our GLBA Assessment, please contact Dave Smith or Tina Stuchell.

Our next data security training for faculty and staff will be during the Spring compliancy days.

Digital Accessibility

The Office of Information Technology in conjunction with Student Accessibility Services, Center for Faculty Development, and Marketing are working to improve digital accessibility on our campus.

This past year a new Digital Accessibility Policy was put in place.

This policy can be found at [University Policies | University of Mount Union](#)

Other initiatives around digital accessibility that is going on include:

- The creation of a five-year plan.
- Verifying and remediation of any findings on the public web site.
- Completing work with the CFD around digital accessibility of course material.

If you should have any questions around digital accessibility, please contact the CFD, Student Accessibility, Marketing, or IT.

Softdocs

The Institution uses Softdocs product called Etrieve for document management. This allows offices and departments to organize, inventory, review, edit and retrieve electronic documents in an easy format. If your office has interest in using this system to improve your processes or make your paper documents in a digital format, please contact the Office of Information Technology.

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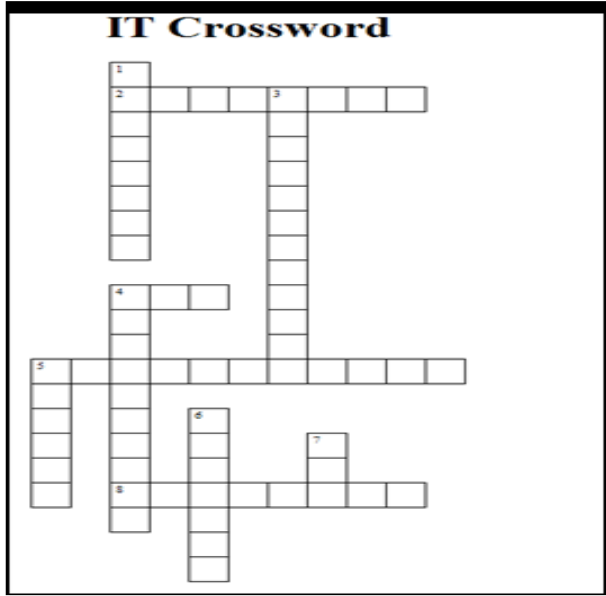
IT Crossword Puzzle

ACROSS

- 2 A program that runs on your computer.
- 4 Format for audio and video files.
- 5 What do you call the main circuit board in a computer?
- 8 An internal or private network.

DOWN

- 1 A name that uniquely identifies someone on a computer system.
- 3 What does www stand for
- 4 The integration of multiple forms of media
- 5 A temporary storage space on chips in your computer
- 6 What is the name of a popular website where users publish their own videos?
- 7 A virtual private network is also called



Surface Hubs

As some of you may have noticed, there are now 10 Microsoft Surface Hubs across campus in various classrooms.

This is the time of year where you can formally request that you teach in a room with one if you would like. If you have any feedback on them, please feel free to get ahold of the Center for Faculty Development or IT.

Below is a training article, which you can use to help familiarize yourself with them. This is also located on each of the Surface Hubs in the classrooms.

[Hub Instructions.docx](#)

IT HELPDESK COMMON Q & A

Q: What do I do if my password has expired?

A: Passwords expire every 90 days. You can go to passwordreset.microsoftonline.com and follow prompts to reset your password. Passwords need to be at least ten characters long and include 3 of the 4 listed. A capital letter, lower case letter, number or a symbol. If you need assistance, please call the IT helpdesk @ 330-829-8726

Q: Where do new students find their network/email account information?

A: New students will log back into the Application portal that they used when applying. You will need to use the same username and password that you used when you first applied. You will select the first-year student tab to setup your campus account.

Q: How do I connect to the wireless?

A: Select the network from settings and enter your UMU username and password. Remember, connecting to the Guest network is restricted and slow. Make sure you are connecting to Mount Union Wireless network.

Q: What browser do you recommend?

A: Depending on the web site and/or application Chrome or Edge are recommended for most sites.

Q: Is there a resident wireless network for gaming consoles?

A: Yes. It is called "umures" and the password should be available from your Res Life Staff.



Summer Projects

During the summer months The Office of Information Technology will be working on several projects Below is a list of some of them.

- Upgrade to camera system for Residence Halls. All current residence hall cameras will be upgraded over the summer.
- Camera deployment for Greek Life parking lots. Planning is underway for purchasing of additional cameras in campus owned Greek Life parking lots. We anticipate this to be a fall/winter install with the challenges in the current supply chain.
- Faculty/Staff computer upgrades. Any faculty or staff member that is due for an upgrade will be notified by the Helpdesk when their device is ready.
- Upgrade to print metering software. A separate announcement will be made when this change takes effect, which will be prior to the start of the fall semester.
- Upgrade of batteries in our Network Operations Center (NOC).
- Increase in our level of MS licensing, to take advantage of additional security functionality.
- Testing and inspecting of all Multimedia Classrooms.
- Implementation of Ellucian Workflow, Experience, and Analytics.
- Upgrade of Multimedia classrooms.
- Technology items related to any renovations.
- ID card printer and software upgrade.

Migrating iRaider Team Sites

iRaider, also sometimes referred to as the Mount Union Portal, is an Ellucian product that was first implemented about ten years ago. When the Ellucian Portal product was implemented, it became the University's intranet. Over the years, it has been used as a central spot to get to forms, policies, internal directory, office & departmental content for faculty, staff, and students. Unfortunately, the platform in which this product was built is going end of life in the spring of 2023. Much of the content that currently exists within iRaider will move to other locations over the course of the fall semester.

You will be able to find some of the content with the Ellucian Experience Product (Raider Experience) today and additional content and functionality will be added in the future. Raider Experience, was recently announced as a soft launch, replacing our current mobile app and additional announcements will come out in the fall. You can find Raider Experience in the Apple and Android stores, or you can visit the following link.

[Home - Mount Union Experience \(elluciancloud.com\)](http://elluciancloud.com)

As we transition away from iRaider over the course of this next year, we wanted to let you know that any portal (iRaider) team sites that are currently being used will be transitioning to MS Teams. If you have a team site within iRaider that you are still using, we would like to assist you in setting up a new MS Team Site and moving your content. Please contact the Office of Information Technology by calling ext. 2854 or emailing IT@mountunion.edu at your earliest convenience. The goal is to have all portal team sites moved by January 2023.

If you should have any questions about this transition, please do not hesitate to reach out.

Multimedia Updates

Multimedia upgrades this summer will include the installation of new projectors and screens in Chapman Hall classrooms 210 and 330.

Giese Center for the Performing Arts will see upgrades to the projection system in 114 and a new 70" display in 167.

Will you be teaching or presenting in an unfamiliar room this fall? Please take the time to go over the room controls and connections prior to the start of the semester.

Remember to log out of the desktop computer and turn off the projection system before leaving the classroom.

Reminder

If you recently got a new cell phone your multi-factor authentication will need a password reset by the IT Helpdesk. Please contact the Helpdesk @ 330-829-8726 so we can verify and reset your password.

Puzzle Answers

Across

- 2-Software
- 4-MP4
- 5-Motherboard
- 8- Intranet

Down

- 1-Username
- 3-World Wide Web
- 4-Multimedia
- 5-Memory
- 6-YouTube
- 7-VPN