TechTalk

this issue

Surface Hubs deployed to Classrooms

Microsoft Surface Hubs are a brand of interactive whiteboards developed by Microsoft. The 55 inch interactive, touch screen capabile devices are mounted on movable stands. Over the winter break several of these devices were deployed to classrooms. The following locations are home to the new MS Surface Hubs:

- Bracy L04
- Chapman 330
- Cope 114
- Eells 1
- KHIC 201
- KHIC M224
- MAAC 2275
- TH 200B
- Center for Faculty Development (CFD)
- IT Training Room

Training will be offered for faculty during the Spring Semester. Please contact the CFD for training. Please contact the IT Helpdesk with any technical issues.

Educause top IT Issues for 2022

Educause is a non profit association in the United States with a mission to advance higher education with the use of information technology. Each year Educause lists a top 10 IT issues in higher education. Below is the list for 2022.

#1. Cyber Everywhere! Are we prepared?: Developing processes and controls, institutional infrastructure and institutional workforce to protect and secure data and supply-chain integrity.

#2. Evolve or Become Extinct: Accelerating digital transformation to improve operational efficiency, agility, and institutional workforce development.

#3. Digital Faculty for a Digital Future: Ensuring faculty have the digital fluency to provide creative, equitable and innovative engagement for students.

#4. Learning from COVID-19 to Build a Better Future:Using digitalization and digital transformation to product technology systems that are more student-centric and equity-minded.

#5. The Digital versus Brick-and-Mortar Balancing Game: Creating a blended campus to provide digital and physical work and learning spaces.

#6. From Digital Scarcity to Digital Abundance: Achieving full, equitable digital access for students by investing in connectivity, tools, and skills.

#7. The Shrinking World of Higher Education or an Expanded Opportunity? Developing a technology-enhanced post-pandemic institutional vision and value proposition.

#8. Weathering the Shift to the Cloud: Creating a cloud and SaaS strategy that reduces costs and maintains control.

#9. Can We Learn from a Crisis? Creating an actionable disaster preparation plan to capitalize on pandemic related cultural change and investments.

10. Radical Creativity: Helping students prepare for the future by giving them tools and learning spaces that foster creative practices and collaborations. For more information go to 2022 Top 10 IT Issues | EDUCAUSE

Information
Technology

Cybersecurity Trends & Threats

Higher Education can be an especially attractive target for cybercriminals because instituions possess large amount of data.

The financial impact of a cybersecurity breach can be huge. Even more significant than the short-term financial loss, is the violation of privacy and safety of its students, faculty and staff and of course damage to a school's reputation. Here are a couple cybersecurity trends that pose potential risks to higher education.

Phishing: Is a form of social engineering. It has become one of today's most common cybercrimes. In the broadest sense, phishing occurs when a cybercriminal uses a false identity to trick someone into providing sensitive information or to install malware. It often uses topical issues to entice users to download malicious files or click on nefarious links.

Ransomware: The purpose of many phishing schemes is to deliver ransomware. Ransomware is a form of malware where cybercriminals gain access to systems, encrypt crucial files on those devices, and hold the victim's information at ransom.

The Office of Information Technology (IT) with approval of President Council and the Board of Trustees continues to take steps to improve security. Steps that have been put in place to improve security and comply with compliancy requirements such as Gramm Leach Bliley Act (GLBA) includes the following:

- Updates to Policies
- Password requirements
- Upgrades to Firewalls
- Enforcement of multi-factor authentication
- Review of system access on an annual basis
- Requirement of annual security training for faculty & staff.
- Removal of local admin privileges
- Remote Access controls
- Network scans
- Quarterly phishing testing
- Modification to public directory
- Annual cyber security assessment
- Network Monitoring
- Move of systems to the Cloud

Next Steps: Our annual security assessment is conducted each spring. This assessment gives us a road map for additional changes in order to improve security and mitigate the institutions risk. Additional steps that will be taken for faculty & staff to improve security over the next several months include the following:

- Add content filtering controls on non institutional approved external storage systems.
- Removal of capability to write to external drives and thumb drives.
- Enhance patch management policy and procedures for 3rd party systems.
- Additional encryption for faculty & staff laptops.

What you can do: Everyone plays a part in keeping data and systems secure. Remember to stay vigilant. Keep your passwords secure. Use multi-factor authentication. Don't click on phishing email. Participate in security training. Any questions related to security contact IT@mountunion.edu.

Chatbot Technology - Ocelot

Chatbot or bot is a computer program that stimulates a natural human conversation. Users communicate with a chatbot via the chat interface. Chatbots interpret and process user's words or phrases and give an instant preset answer. Organizations use chatbot technology to engage with customers.

The university recently partnered with Ocelot, a leader in higher education chatbot technology, to implement chatbot technology. The interface for the university's chatbot can be found on the main web site. www.mountunion.edu.

Online chatbots are used for 24/7 customer support, which provides customers with instant responses to simple questions.

Several offices have placed contents into Ocelot with additional offices adding contents this spring. Offices that are already live with contents include Financial Aid, IT, Admissions, Accessibility and Billing. Additional offices will add contents in the coming months. In addition, live agent funtionality will be added in the coming months. Live agent functionality allows for a customer to talk with a live person via chat, at specific times of the day. Keep your

Colleague SIS – Additional Modules coming soon

There are three additional modules related to the Student Information System (SIS) project that will be coming out soon.

Analytics – will allow high level reporting and dashboards.

Ellucian Experience – will give students, faculty and staff additional functionality and provide a personal dashboard.

Workflow – will allow automated functionality based on workflow rules with Colleague.

Multi Media Changes

The following changes took place over this academic year to improve technology in the classrooms.

- Bracy L21
- Kresge Dining Room
- KHIC 011
- OAK Hall 200 Conference Room
- OAK Hall expansion - new classroom spaces.
- Newbold Room

Leardal recording equipment was added to Arch Ave.

CSGOLD Upgrade

Spring Break 2022

An upgrade to CSGold, our ID Card System, is being planned for Spring Break 2022.

SpectrumU

The Utilization Report for SpectrumU, streaming service, covering the period of January 2021 through August 2021 is available at:
https://portal.mountunion.edu/campusoffice/information_technology/Pages/SpectrumU.aspx

Technology Tips for Students

1: Master the keyboard: No more typing only with your thumbs or one finger. You'll spend a good portion of your time researching and writing. The faster you type accurately, the better.

2: Learn software basics: Know how to work in Microsoft Office, including word and excel.

3: Know your online resources: Make sure you know reliable research resources and avoid plagerism.

4: Understand security risks: Your computer being hacked can result not only in precious time lost with research and writing papers, but could cost you money or compromise your identity.

5: Connect wisely: Free wifi is Great, however, be aware when Connecting to public networks.

6: Backup your data: be sure To save files to insitutional file space or schedule your device to Back up.

7: Know how to reach the IT Helpdesk for assistance.

helpdesk@mountunion.edu or 330.829.8726

Technology Professional Development

Our most recent Microsoft training sessions that have been recorded are located in iRaider. They can be found on the IT TIP Session page, under Campus Offices, Information Technology. Also remember to check out Iinfobase Learning Cloud under quicklinks in iRaider.

Recent Technology Policy Changes

- **Information Security Policy.**

  This policy was modified to include guidelines on quarterly phishing tests and steps necessary regarding repeat failures for employees.

- **Information Privacy Policy.**

  Modifications for this policy includes adjustments to comply with GDPR. General Data Protection Regulation (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information from individuals who live in the Euopean Union (EU).

- **Technology Purchases.**

  The institution purchasing policy was modified to include enhanced technology purchasing guidelines. Which includes specific steps necessary when there is a desire to purchase new software for instiutional and academic purposes.

- **Mass Email Policy.**

  We anticipate the announcement of a new mass email policy later in the spring.

  Policies can be found at www.mountunion.edu/university-policies

  All policy changes are announced in UMU Today.

New Laptop Loaner Device

Available in KHIC 24 hour space

A new laptop loaner device will be available for student use this spring. This device has 12 windows laptops that are availble for students to check out for temporary usage. Students will need to swipe their purple plus card. Laptops will need to be returned within 24 hours. Devices not returned will incure a late fee of $25.00 per day.

This device will be available outside the IT Helpdesk once configuration is completed.

## Graduating in May - Congratulations to our Seniors Helpdesk Students!

Brody Conde – Brody is a Senior at Mount and is majoring in Multi-Platform Software Development with a minor in Psychology. Besides working at the I.T. Helpdesk, he is also involved in Phi Kappa Tau, he is on the Esports Team for Overwatch as well as in the Esports Club and also in the 5:6 Club. In his free time, he likes to listen to music (but sleeping is really nice too.)

Noah Godfrey – Noah is a Senior at the UMU. He is a Computer Science major. In his free time he enjoys practicing ethical hacking

Alyson Kantor- Alyson is a Senior at Mount Union. She is majoring in Multi-Platform Development with minors in Art and Psychology. She is involved on Campus with Delta Sigma Tau, Alpha Phi Omega, Order of Omega and Esports Club. In her free time she likes to sleep.
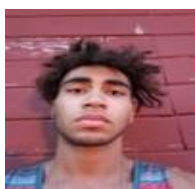
Aaron Boothe – Aaron is a Senior at Mount Union and is a Marketing major. There are many things he likes and quite a few things he dislikes. He has a few hobbies including but not limited to sleeping.

Information Technology