

ISSUE

18

SPRING  
2025

Newsletter from

THE OFFICE OF  
INFORMATION  
TECHNOLOGY

# TechTalk

## Helpdesk Spring Hours

Monday – Thursday

7:00am – 9:00pm

Friday

7:00am – 5:00pm

Sunday

6:00pm-9:00pm

Phone: (330) 829-8726

helpdesk@mountunion.edu



this issue

Windows 11 & Intune P.1

AI P.2

New Cards in Experience P.3

## **Windows 11 and Intune**

The Office of Information Technology (IT) is planning for the deployment of Windows 11, which is anticipated for early fall as Windows 10 reaches its end of life later this October. This will involve updating eligible institutional owned devices to Windows 11 and potentially replacing devices that will not support the new operating system.

Included with this migration is a roll out of Microsoft's cloud management solution, Intune. Intune is a platform that will assist with the management of all institutionally owned devices which includes both Windows and MacOS devices. This product will provide greater scalability and flexibility to support of software, security, antivirus, patches, and device/user policies.

In order to assist with this migration, the Office of Information Technology would like to remind you to please be saving all your files on OneDrive. If you have any questions, please contact the IT helpdesk.

Additionally, if you'd like to explore some tip and tricks, Microsoft has compiled a guide at [Windows 11 tips and tricks](#).

## **Evision's Argos to Ellucian's Insights**

Today the University uses Evision's Argos product for our report writer in support of the Ellucian's Colleague platform. We will be replacing Argos reporting software with Ellucian's Insights reporting software. This change will allow for better integration with Raider Experience, Ellucian's Portal, allowing for creation of more interactive reporting capabilities through the Ellucian Cards. The Office of Information Technology is working with representatives from each administrative office that currently uses Argos to ensure that their needed reports are migrated into Insights. This project began in July of 2024 and is anticipated to be completed this summer.

## **Ellucian's Virtual Advisor**

The implementation of Ellucian's Virtual Advisor software is underway. This software is going to be used for Chatbot capabilities. Virtual Advisor is an AI powered virtual experience that is replacing Ocelot. Questions are being built out and we anticipate a soft launch of the product very soon.



## Artificial Intelligence

Artificial Intelligence also known as AI is technology that enables computers and machines to simulate human intelligence and problem-solving capabilities. The Institution recently approved a set of guiding principles around AI.

Guiding Principles: The purpose of these guiding principles, as an institution of learning, is to outline our commitment to responsible, ethical, and beneficial AI development and deployment, ensuring that our AI systems align with UMU’s mission and values and contribute positively to society.

We strive to:

1. **Make ethical choices.** We will ensure integrity is the highest priority. We will address bias, fairness, privacy, transparency, and accountability in all AI-related decisions.
2. **Leverage AI to Empower Institutional Success.** We will embrace AI’s potential to enhance our capabilities, stimulate innovation, and drive operational efficiency.
3. **Keep “Humans in the Loop.”** We will maintain the perspective that AI cannot substitute for human judgment. Human judgment should never be replaced by AI.
4. **Respond to Continuous Change.** We will balance careful consideration, agility, and urgency to respond to continuous change.
5. **Safeguard Confidential Information.** We will protect confidential information through security measures. We will follow data privacy regulations and strive to protect UMU faculty, staff, and student data.

The Office of Information Technology would like to remind you to please be cautious and avoid sharing any personal identifiable information (PII) when using AI platforms.

## Reminder about SpectrumU

Want to watch something for fun or something informative? The University of Mount Union provides SpectrumU, a streaming service that allows faculty, staff, and students to watch live programming and on-demand content anywhere on campus using their mobile device, tablet, laptop, or Roku. SpectrumU can be found on Raider Experience > Applications > SpectrumU – Campus Cable TV.

For more information including FAQs, channel line-up, and support go to SpectrumU on the Office of Information Technology public page [here](#).

## Reminder Cyber Security Training

Attention faculty & staff: During March compliancy training, cybersecurity training will be required.

## Laptop Rental Kiosk

This is a reminder that outside the IT Helpdesk is a Laptop Kiosk. The Kiosk can be used by students, faculty and staff. A laptop can be checked out for 24 hours with your Purple Plus ID card. Just swipe your card and follow the prompts. Some things to know:

- These laptops are only rentable for 24 hours at a time.
- You can return a laptop and check one again immediately if needed.
- The laptops come with Microsoft Office 365 apps, as well as testing apps such as Lockdown Browser.
- Renting a laptop is 100% free as long as it is returned within the 24-hour period, if not you will be charged.
- After checking out the laptop, you MUST sign in while connected to the ethernet cord, which is located on the table to the right of the kiosk.

If you need assistance, please stop by the IT Helpdesk.





## **Infrastructure Project Update**

The Office of Information Technology upgraded the campus network, including both wired and wireless components. This project was part of Phase II of the overall campus infrastructure project. All administrative, academic, and residential spaces are running on the new network. IT continues to remove any old electronics as part of this project. If you have any issues with the new network, please contact the IT Helpdesk.

In addition to the network upgrade the Office of Information Technology will be upgrading the fire alarm system on campus in conjunction with Physical Plant. This project will begin this semester and completed sometime this summer.

Planning continues on a possible Phase III. This phase potentially will include the following items:

- Network Firewall Upgrade
- VDI Server Infrastructure
- Emergency Blue Light Phones
- Multimedia Upgrades
- Network Operation Center (NOC) AC Unit
- Generators
- Door Reader Upgrades

## **Move from iModules**

The Advancement Office has moved from the use of iModules for their payment software to Gravyty Digital Fundraising Software. This change allows more efficient and timely processing of donor gifts by the Advancement Office.

## **Important Dates for Lab Software Changes**

Attention Faculty: Any change requests for the Lab VDI's must be submitted by the following dates in order to be included for that semester. If you should have any questions regarding the software requests for labs, please reach out to the IT Helpdesk or contact Mike Eubank.

**For Summer 2025: February 15, 2025**

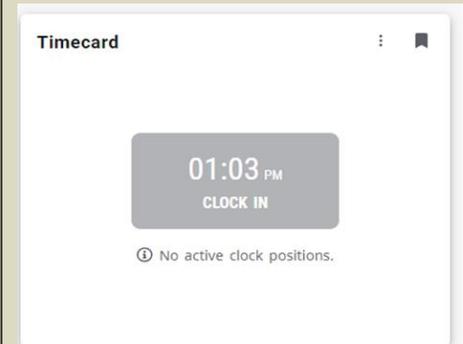
**For Fall 2025: May 15, 2025.**

**For Spring 2026: October 15, 2025**



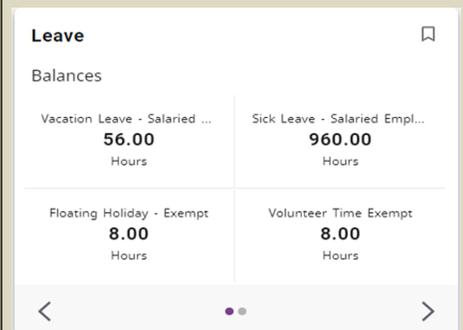
## **New Cards in Raider Experience**

Timecard:



With real time connection to Self Service, you do not have to click multiple times to add your time.

Leave:



This card shows your leave balances. You can also scroll to another screen on the card to show your most recent status of your leave requests.

Pay Stubs:



This card shows you the breakdown of your pay statement. For security purposes you must click on the eye icon to show the graphic. It remains visible for 30 seconds.

## **Digital Accessibility Policy**

At the University of Mount Union, we are committed to fostering an inclusive environment where all members of our community can fully engage with our digital resources. Our Digital Accessibility Policy emphasizes creating accessible digital content that aligns with both federal and state accessibility standards, ensuring compliance with the Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG) 2.0 at Levels A and AA.

Key highlights of the policy include:

- **Accessibility Standards:** All public web pages must adhere to WCAG 2.0 A and AA standards, ensuring that content is perceivable, operable, understandable, and robust for all users, including those with disabilities.
- **Legacy and New Content Requirements:** New digital services must meet accessibility requirements upon launch, while legacy systems must comply when they undergo significant updates.
- **Support and Training:** The Office of Digital Learning and Design, Student Accessibility Services, and Information Technology collaborate to provide training, consultations, and support on digital accessibility to help faculty and staff maintain compliance.

Let's continue to work together to make our digital content accessible to everyone. For the full policy details, please follow this [link to the Digital Accessibility policy](#). Thank you for your dedication to inclusivity and accessibility!

Written by: Dr. Stephen Craig, Director of Digital Learning and Design.

## **Two Factor Authentication**

This is a reminder of the importance of having your Authenticator App set up and linked to your account. With the current risk around data security, it is more important than ever to give yourself an extra layer of protection between you and a potential attacker. With your Authenticator App, or any other form of Two Factor Authentication, you can prevent many first level attackers from getting ahold of your information. Your 2FA is an important line of defense to protect against any threat actors targeting the institution or yourself.

It is also important when getting a new phone to remember that you will need to visit the IT Helpdesk for assistance in getting your 2FA reestablished on your new device.

## **Results of Network Penetration and Phishing Testing**

Our annual internal and external network penetration tests were conducted in November. Both came back with no findings.

Our latest phishing test was completed in October. Results: Test administered was a 4.5 out of 5, with 29 failures, resulting in a 4.73%.

## **Welcome to our new student IT Consultants!!**



Ryan Myers: Ryan is a senior studying Computer Science. His time at the Helpdesk has been an invaluable new experience and opportunity. He is looking forward to continuing his work and furthering his knowledge in the IT field.



Monica Clark: Monica is a sophomore. She is a nursing major and is a part of the track and field team. She enjoys weightlifting and hanging out with her friends.



Telly Hamilton: Telly is a first-year student studying Computer Science. He has a strong passion for technology and is able to navigate through technology problems well. He aspires to one day be a Security Engineer.

### **IT Word Search**

Y P J J L M K E Q M R E V R E S K J I Q K B T  
U E N A X C O K A E J S P B V T A F E L M V T  
H Q I M O U B Z G V U T W Y H X F Y R A N I B  
E C B Y Y H E C A O N A S G T G N I H S I H P  
A Z K F N O L O R B N S C J B H R P U B X X E  
N M W L O L K E E O N R N E T W O R K Y O W V  
C U B G I L L A W E R I F G B B R N N K D U X  
L O N V T C Z O J O B X C U R O U T E R Y B I  
V A H O P E V A K W F Z C X F S Q O X O T B C  
N U D Q Y R B Q T D L W E W R Q F K N V I J E  
W C O S R A M D X O E Z C L O U D Q Q O R C L  
C K V D C W Q G E L Z C F A S Y Q U X E U P D  
X H B J N L T R G G C L F E S M Q G O Y C W C  
W K F I E A I O V U U C S A O Q N N B Q E A P  
S R J U V M I W J N X V R C O B Q H U E S S W  
U B M D S E A H T Z Q Q K T S B A C K U P G Q

ENCRYPTION  
SECURITY  
PHISHING  
FIREWALL  
NETWORK  
MALWARE  
SERVER  
BINARY  
ROUTER  
PYTHON  
BACKUP  
CLOUD