TechTalk

this issue

Network Upgrade & Infrastructure Project

The Office of Information Technology (IT) is in the middle of a major network infrastructure upgrade. This project includes adding additional single mode fiber to our existing fiber plant (95% completed), updates to some internal wiring, upgrades to wiring closets, uninterrupted power supplies (completed), and a replacement of all network electronics for both wired and wireless components. This project includes a new network design, configuration, training, and testing to have a seamless migration.

Here is the history of our network upgrades below:

- 1994- First campus wide network, part of the Lattice project. Lattice stood for Learning and Teaching through an integrated campus environment. This project not only allowed us to network our camps, but brought the internet, email and our first multimedia classrooms, cable tv, door readers, and automated our library.
- 2004- This upgrade replaced all the network electronics, and some wireless was added for the first time.
- 2014- This upgrade replaced all the network electronics, expanding wireless in buildings across campus and added outdoor wireless to key locations including the stadium, academic mall, HPCC patio, and Riggs Plaza.

This network upgrade will bring a replacement of all network electronics, including an expansion of the indoor and outdoor wireless coverage. IT is doing our best to install equipment in a timeline that is as seamless as possible to the campus community. Please keep an eye out in UMUToday for the updates and announcements. Below is a timeline:

- Week of July 1st
    - Installed network switches in Bica and Shields, what is not completed will be held off until early August.
    - Installed switches and wireless access points (WAP) in Bracy, Gallaher, and Beeghly the weekend of July 5th.
- Week of July 8th
    - Installed switches and wireless access points in any remaining halls, townhouses, apartments, and small/Greek houses.
    - Began outdoor wireless access point installations.
- Week of July 15th
    - Installed switches and wireless access points in remaining academic and administrative buildings. Every attempt will be made to conduct this work in early mornings, evenings, and weekends to minimize disruption as much as possible.
- Last two weeks of July and into early August
    - Installation of any remaining switches and wireless access points and fixing any issues that arise.

Information Technology

University Policies

Please be sure to check out the following relatively new and updated University policies.

New Policies:

Learning Outcomes Policy – This policy provides a framework for learning outcome development and assessment. Ensure program and course quality using national criteria and ensure equivalent education outcomes regardless of modality.

Backup Policy - The purpose of this policy is to provide standards for the continuity, restoration, and recovery of data in the event of an equipment failure or natural disaster.

Mass Email Policy - The purpose of this policy is to provide rules and guidelines for the dissemination of mass email messages.

Security Camera Recording, Use and Retention Policy - The purpose of this policy is to provide guidelines for the use of security cameras on property owned and/or utilized by the University.

Updated Policies:

Death Notification and Acknowledgement Policy
Campus Survey Policy
Social Media Policy
Purchasing Policy and Procedures
Statement of Business Conduct & Ethics
Information Security
Study Abroad Billing
Inclement Weather
Gift & Gift Card
Informal and Formal Student Complaint
Check these and other Mount Union policies at: University Policies.

GLBA Compliancy

The Gramm-Leach Bliley Act (GLBA) addresses the safeguarding and confidentiality of customer information being held in the possessions of financial institutions, such as banks. Colleges and Universities must comply with GLBA if they are a higher educational institution with a financial connection to the Title IV Program. As a result, those who engage in processing of student financial aid and student loans are required to comply.

The office of Information Technology regularly has a GLBA assessment conducted to assist us in our compliancy efforts. The results of our past assessments are below:

1st Assessment April 2019: 32 findings (6 high, 10 moderates, 16 low)
2nd Assessment March 2021: 10 findings (3 high, 4 moderates, 3 low)
3rd Assessment April 2022: 10 findings (1 high, 7 moderates, 2 low)
4th Assessment April 2023: 11 findings (1 high, 5 moderates, 5 low)
Next Assessment planned for Fall 2024

The Office of Information Technology is continuing to work through any necessary changes required from the eleven findings in the 2023 assessment. **The high findings in this assessment relate to the use of non-institutional licensed cloud storage spaces such as Google and Dropbox for faculty and staff. Beginning Jan. 2025 restrictions will be put in place to govern the use of these storage spaces.** Attention Faculty and Staff: Keep your eyes out for future announcements on this subject.

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.
UMU Res is a wireless residential network used specifically for connecting gaming consoles, televisions, Roku, and Firesticks. The password for the UMU Res network can be found in the link above under SpectrumU.
Once connected to the UMU Res network, you can use your Mount Union credentials to login to the SpectrumU app. Enjoy!!

AI

Artificial Intelligence also known as AI is technology that enables computers and machines to simulate human intelligence and problem-solving capabilities.
 The Office of Information Technology would like to remind you to please be cautious and avoid sharing any personal identifiable information (PII) when using these platforms.

A team made up of faculty and staff representatives are drafting guiding principles for the university around AI and will be shared when they become available.

Windows 11

Informational Technology is currently assessing and planning for the deployment of Windows 11. We will be sharing a more detailed timeline of our plan to move to Windows 11 in the Fall of 2024. As such, the IT department is looking for interested volunteers to become part of our pilot program as we get closer to the rollout of Windows 11. If you have any interest in becoming a part of this test program, please reach out to Mike Eubank at eubankmi@mountunion.edu.

Some of the advantages of Windows 11 are:

- New Interface

- Seamless Display reconnecting

- Improved Device Security

- Support for multiple virtual desktops - And more!

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

Please plan accordingly and make sure you are proactively moving important files and documents into OneDrive ahead of this change. If you have any questions, please contact helpdesk@mountunion.edu.

Digital Accessibility

The Office of Information Technology, Student Affairs, Digital Learning & Design, Student Accessibility, and Marketing come together on a regular basis to review our work around digital accessibility. Some items of progress include:

- Review of Mount Union's main website for digital accessibility.
- Creation and review annually of a five-year plan.
- Ninety percent redevelopment of online courses to ensure they meet digital accessibility.
- Regular training and professional development made available.
- Mandatory digital accessibility training for asynchronous instruction is being planned for the next academic year.

Remember if you are developing material, you should always strive for it to be digitally accessible. If you have any question regarding digital accessibility, please reach out to the Office of Digital Learning & Design or the Office of Information Technology.

SOFTWARE UPDATES

TMA Software Upgrade from Version 5 to 7:
TMA is the software that manages all the Physical Plant maintenance and work orders across our campus. It is now cloud-based, and software updates are now more automatic being provided by TM, keeping us on the latest version. It has a more modern look and is more mobile friendly making it easier for students, faculty, and staff to request services from Physical Plant.

HVAC System Upgrade - Metasys® Johnson Controls:
We have upgraded the software that controls our HVAC (Heating, Ventilation, Air Conditioning) system, making it easier for the technicians to access. Our HVAC system is now cloud-based.

Ellucian Virtual Advisor:
We have begun implementation of Ellucian's Virtual Advisor software. This system will replace Ocelot, which we have been using for Chatbot capabilities. Virtual Advisor is an AI powered virtual assistance. We anticipate an August/September go live date for this application. Please keep an eye out in UMU Today for additional information on this system.

Raider Experience New Cards Coming Soon:
We anticipate a few new cards being released around HR/Payroll functionality this summer.

D2L Updates

There are three major changes happening to our learning and management system D2L **starting at the beginning of the Fall 2024 semester** that we wanted everyone to be aware of and start preparing for:

- E-Portfolio is being discontinued.
- We will be switching permanently to a new "Content View."
- The default navigation bar will be simplified.

E-Portfolio
D2L is discontinuing E-Portfolio and has stopped supporting it. If you are currently using E-Portfolio and need help finding an alternative, please reach out to Dr. Stephen Craig.

TPCC E-Portfolio Transition Plan
TPCC has produced a plan to use D2L for tenure and promotion. TPCC will utilize the "course" feature with templates provided by the Office of Digital Learning.

Integrative Core E-Portfolio Transition Plan
More information on this plan will be forthcoming.

New Content View
D2L is offering a "New Content View". We highly encourage you to familiarize yourself with this view by turning it on. This new feature will permanently be turned on at the beginning of Fall 2024. D2L is discontinuing the current Content View and has stopped supporting it.

Default Navigation Bar
The School of Education Department have been working with a group of faculty, students, and an outside group to review our current Default Navigation Bar pictured below:
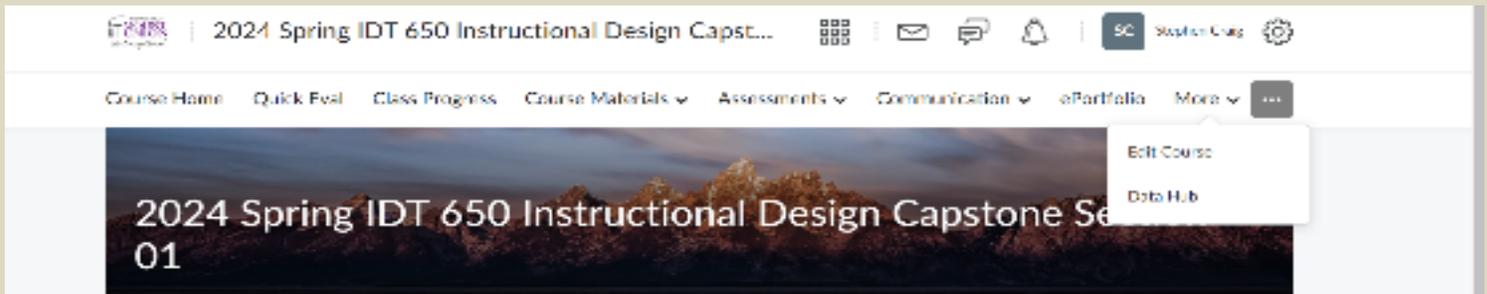
The Navigation Bar is for student navigation of a course. The goal is to put together a new simplified navigation bar that students find helpful, and faculty find functional. Faculty still could change the Navigation Bar to look however they like.

If you have any questions or insights on any of these upcoming changes taking place at the beginning of Fall 2024 semester, please reach out to Dr. Stephen Craig at craigst@mountunion.edu

Congratulations to our Senior Helpdesk Students!!

Brandon Hazelgrove earned a Bachelor in National Security and Foreign Intelligence Analysis along with an associate degree in Japanese. After graduation he plans on completing an internship with Meijer Cyber Department. Shortly after internship he plans on joining the Army as an Intelligence Officer. Congratulations Brandon!

Matt Porter earned a Bachelor of Science in Computer Science with a minor in Network Security degree. Congratulations Matt on your new job position here at the University as a Helpdesk Network Analyst!

Greg Weber earned a Multi-platform Software Development and a minor in Network Security and Data Analysis degree. Greg is deeply immersed in the world of Software Engineering studies. Coding is his passion. He plans to embark on a professional career in either software development or by further exploring the field of Information Technology. His hobbies include indulging in saturated music beats and longboarding endeavors. Congratulations Greg!

Mark Zusman earned a Bachelor in Computer Science and Data Science degree. After graduation Mark will start working at Progressive as a Systems Engineer. He plans to take a long trip to the Western United States in between time. Hoping to see the Grand Canyon or any other National Park. This fall he plans to come back to Mount Union for his master's in business analytics. This will hopefully help to start a career as a Data Scientist. Congratulations Mark!

Welcome to our new ITC.

The IT Helpdesk welcomes a new student worker to the team. Please welcome Connor Good if you see him around campus.

Connor Good is currently a sophomore at Mount Union. He is majoring in Computer Engineering with a minor in Computer Science and Physics. He first became interested in Computer Engineering because his dad is a software engineer. He was always around technology and liked coding and working on computers as well as getting his hands dirty. Computer Engineering is the best of both worlds. Connor enjoys golfing, automotive photography, and weightlifting. He is also a student worker in the Marketing Office. Welcome to IT Connor!

Positive Attitude Word Search

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Y  V  S  O  P  Q  E  E  Z  W  C  M  H  I  Y
L  N  E  E  M  R  D  J  I  T  G  O  I  E  O
P  J  O  Y  L  U  O  L  C  Z  R  D  G  V  U
P  A  K  M  T  F  L  G  X  M  Y  E  H  I  R
U  P  M  I  R  P  D  Q  R  F  Z  E  E  T  S
R  Z  T  L  O  A  E  I  H  E  B  R  N  I  E
E  T  O  W  I  O  H  V  S  B  S  F  E  S  L
A  V  E  L  K  C  J  W  I  C  B  S  R  O  F
E  R  N  O  I  T  A  V  I  T  O  M  G  P  S
P  O  W  E  R  F  U  L  P  J  P  V  Y  S  A
X  L  J  Z  K  G  C  K  N  E  T  E  E  G  F
Y  T  I  L  A  U  Q  P  M  O  A  C  C  R  I
L  M  A  T  X  X  P  Q  O  O  C  C  F  E  Y
V  I  C  T  O  R  Y  K  T  U  X  S  E  N  R
W  I  I  H  X  M  K  W  S  D  B  C  R  E  S
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ATTITUDE
HARMONY
LOVE
PEACE
POWERFUL
PURE
RECEPTIVE
SUCCESS
WILL-POWER

FREEDOM
HIGH-ENERGY
MOTIVATION
POSITIVE
PROGRESS
QUALITY
SELF-DISCOVERY
VICTORY
YOURSELF