# **Technology Update for Staff and Faculty**

In this issue, the IT department shares information about:

* Completed Projects
* Newly launched processes/forms
* Reminds users about the need to enroll in Password Manager and to update their phone and address information
* Focuses on training and user support; and
* Provides links to the results of the recent surveys about IT and to information about IT efforts to support the Green initiative on campus

## Completed Projects

**Implementation of the Talent Acquisition Management application.** This project for Human Resources was completed on time.

**Opened the Information Commons in the library for support all faculty, staff and students.** This face-to-face support was very successful for our user community.

**Implemented the web checkout application.** With over 25, 000 pieces of equipment and more than 57,000 recorded transactions, this implementation help us track all the loaned equipment more efficiently.

**Implementation of Opt-i-man and Gig-a-man**.SBC's optiMan and Gig-a-man products are point-to-point connections the CCC campus buildings due to us being in the metro area.

**Implemented VoIP for the admissions office**

VoIP (Voice over Internet Protocol) this has enabled the admission department to manage the calls from applicants in a more efficient manner than in the past. Reporting is also available

**Redesigned complete process of handling the undergraduate applications**

Saving time, money and reallocation of personnel

**Peer to Peer Sharing Application implementation**

* HEOA compliance needs
* Faculty Activity Report Application

**Tracking of all full-time faculty’s work and achievements for review for tenure and employment**

#### Request for New Technology Project or Online Form

Any request from IT for new applications, system integration, websites and projects on IRIS, online forms and workflows, or other electronic processes should be submitted using the Request for New Technology Project or Online Form. This form can be found on the Information Technology page in IRIS; look in the left-hand navigation bar under Request Forms.

#### Data/Report Request Form

If you need data, reports, or spreadsheets from applications like PeopleSoft, WebCheckout, COGNOS, TimeTrade, Via and OASIS, use the Data/Report Request Form. This form can be found on the Information Technology page in IRIS; look in the left-hand navigation bar under Request Forms.

#### Request for User ID Change

This form may be used to request a change of logon/email user name under the following two circumstances: legal name change or an error in the format of the user ID that is inconsistent with the user's legal name. Because so many of the college's processes are now integrated, the amount of work required for the IT staff to change a user ID for any other reason is prohibitive.

If your name has been legally changed, you must work with Human Resources to make this change in your employee records before your user ID can be changed.

This form can be found on the Information Technology page in [sitename]; look in the left-hand navigation bar under **Request Forms**.

## Security

The Information Technology department is asking you to review this checklist and update your information in the Password Manager. Taking these steps will increase our technical security on campus and assure that you will not be locked out of your email or the college’s network.

* Enroll in Password Manager if you have not already done so. To enroll, click https://view.colum.edu/ps/default.aspx

• Change your password in Password Manager now to comply with the Strong Password Policy. **If you are newly employed at Columbia College Chicago, you will be asked to change your password and enroll in Password Manager during your first login session onto the college’s network.**

• Confirm that McAfee Antivirus and Anti-Spyware are enabled and up-to-date. If McAfee is not installed or up-to-date on your PC or Mac, please contact User Support at ext. 7001 for assistance.

• Review and follow the guidelines to avoid phishing scams and viruses:

* Ignore unsolicited emails
* Never click on links in an email or open attachments from an unknown sender
* Don't trust offers that seem too good to be true
* Report suspicious email
* Don't enter personal or financial information into pop-up windows

• Remove and don’t install file sharing tools (P2P, BitTorrent, eDonkey, etc.) on your computer. These tools are often involved in illegal activities and consume an unfair amount of network bandwidth, restricting others’ network usage. Reminder: The Information Technology department is deploying applications across campus to monitor in detail this type of file sharing. If a particular MAC address is found to be violating these copyright rules, network access will be revoked. In addition, Human Resources and immediate supervisors will be notified.

## Keep Your Address and Phone Numbers Current

In case of emergencies or weather that affects the operations of the college, it is very important that the college can communicate that information to you in a timely manner. Therefore, it is crucial that you opt in and keep your contact information as up to date as possible.

* Correct or insert your emergency contact in eProfile. EProfile is accessible on the [sitename] homepage at https://URL.edu.
* Correct or insert your mailing address information in eProfile.
* Correct or insert your business/work information in eProfile.
* Correct or insert your current office phone number in eProfile and on the public phonebook.

## Communications Regarding Technology Outages

#### User Support Training

User Support provides various training opportunities throughout the year. This includes classroom training on [institute] software systems, including PeopleSoft,, and, as well as Microsoft Office systems such as Word, Excel, PowerPoint, and SharePoint. Classes are listed on the [sitename] Training Registration site at: [https://institute.edu/it/TrainingRegistration/default.aspx](https://iris.colum.edu/it/TrainingRegistration/default.aspx). There are links to this location in IRIS in the left-hand navigation bars of both the [sitename] home page and the Information Technology department page.

User Support will also provide personal training at the user's site for groups of five or more. Please contact User Support at ext. #### or email [usersupport@institute.edu](mailto:usersupport@colum.edu) and ask for the [training coordinator].

If you need training, please visit the [department] website to register for classes.

#### On-site Support in the Library

User Support can be found in the Library at the 2nd Floor Reference Desk on Tuesdays, Wednesdays, and Thursdays from 10:00 a.m. to 4:00 p.m. to provide in-person support for students, faculty, and staff.

#### Tech Time

Each Friday from 10:00 a.m. to 12:00 p.m., User Support is available for in-person support at [address] for any technical issues. Users may register at the [sitename] Training Registration site. Walk-ins are also welcome.

#### Online Learning/I-Learn

For the busy faculty or staff person, User Support offers online learning. Users can register for I-Learn at **IT Training** on the [sitename] Training Registration site. Offerings include Microsoft software and PC and Mac training.

#### Other Online Tutorials

For video instructions about other programs, see the video tutorial on [sitename] via the online tutorials page. Click on the **IT Training Site** link and then click **Online Tutorials/Movies**. Be sure to bookmark this site for easy access in the future. Examples of tutorials that are available here are: EPay tutorial and Graduate Admissions Review.

## User Support Feedback Results

86-88% of survey respondents stated that they received support from the different areas of IT. Over the past year, satisfaction with User Support has increased from, 85% to 96% satisfaction with the service we provide our users.

## Green IT

Did you know that last year [institute] recycled 40,421 lbs of electronic waste? That is 40,421 lbs that will not end up in a land fill. If you need to recycle equipment, please contact Georgene Cole by filling in a 360 ticket for recycling or email georgene@colum.edu. The college policy on recycling electronic equipment can be found on [sitename] at:

[https://](http://equipment.pdf)[sitename].edu/controller/iaudit/Purchasing and Administrative Services/Surplus Used Computer Equipment.pdf

If you have any questions, call User Support at ext. #### or email [usersupport@institute.edu](mailto:usersupport@institute.edu).