



**Wesleyan University**

# Information Technology Services

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Greetings, Colleagues:

Welcome to a new and better year! In this edition of "News from the CIO", we talk Digital Humanities, securing your W-2s during tax season, new employee orientation essentials, a new International Student and Scholar Portal, and a new ITS website launch. Oh, and free and easy closed captioning for Zoom! Let's dive right in...

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## **Connecticut Digital Humanities (CTDH)**

Throughout the month of February, Connecticut's best and only digital humanities conference, [Connecticut Digital Humanities](#), will be taking place virtually. ITS and the Library are co-sponsors and co-founders of CTDH, which this year features a keynote from [Prof. Angel David Nieves](#), a workshop on digital media annotation, and presentations on digital humanities in the undergraduate classroom, digital archives, and the ubiquitous Covid-19 panel. CTDH is merely one example of the many ways in which ITS and the

Library collaborate on digital scholarship, from the [Digital Scholarship Fellows Program](#), which is entering its third year, to consulting with faculty on digital scholarship projects from inception to maintenance. If you're interested in learning more about digital scholarship or starting your own project, please reach out to Francesca Baird, the digital projects librarian, or Rachel Schnepfer.

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### **Enhance your Security with Paperless W-2 Forms**

You can now receive your W-2 from Wesleyan electronically. Paper W-2 forms can be stolen from the mail, and a W-2 contains all of the information necessary for someone to steal your identity. Moving to electronic delivery eliminates that risk (and is more environmentally friendly). To opt-in to receiving your W-2 electronically, use WesPortal to go to iPay. In iPay, click on your initials in the top right and then select Settings. Next, set an email address in Contact Preferences, and then you can change your settings in Go Paperless. We recommend it highly!

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### **New Employee Orientation Essentials**

ITS recently participated in Human Resource's first new employee orientation of 2021 where we had the opportunity to welcome new employees to the Wes community. The ITS portion of the program focused on the management and security of your Wes username/password single sign-on (SSO) credentials, access to software, IT services, and instructional resources, and how to contact ITS to request service and assistance. Using WesPortal as a launching point, we showed how to change your password and configure self-service "challenge questions" from the "hamburger" menu on the top right of WesPortal and emphasized the importance of having an up-to-date alternate email address on file (WesPortal>My Information>Alternate Email). We spoke about accessing software such as Office365, Google Drive, and Zoom, and the wealth of instructional material available to all faculty and staff through LinkedIn Learning. Finally, we covered how to contact ITS Help (WesPortal>ITS Help) and use the ITS Knowledge Base to find self-help answers and instructions. Please contact Erik Quimby with questions.

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### **Wesleyan's International Student and Scholar (ISS) Portal**

Chia-Ying Pan, Janice Watson, and Mark Hovey spearheaded the implementation of Wesleyan's new [International Student and Scholar Portal](#) (ISS Portal). The Portal centralizes immigration business and advising practices across the offices of International Student Affairs, Academic Affairs, and Human Resources. It allows batched and interactive updates to the Student and Exchange Visitor Information System (SEVIS). The implementation was a collaboration between the three offices mentioned above, as well as the Registrar's Office (Anna van der Burg) and ITS (Paul Turenne, Matt Elson, and Tom DiMauro).

Chia-Ying and Mark report: "We are able to provide efficient, friendly assistance to our international students, faculty, and associates while ensuring that we meet federal guidelines to keep everyone informed, organized, and in compliance."

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### **New ITS Website**

ITS launched a new [website](#) and [services portal](#) in January. There were three primary goals to the project:

- Improved knowledge base and ability to search for how-to articles;
- Streamlined site with a simpler homepage;
- Easier to locate digital accessibility and remote resources information.

Searches initiated within [www.wesleyan.edu/its](http://www.wesleyan.edu/its) are still being indexed by search engines and may produce inconsistent results for the short-term, however, clicking [ITS Services](#) brings you to a fully searchable catalog of all ITS services as well as easy-to-navigate how-to/self-help documents. ITS plans to expand its use of the portal to include hardware ordering and a software catalog later in 2021.

University librarian, Andrew White, commended the change: "Creating a new web site is relatively easy. Redesigning an existing web site that everyone relies on is a daunting task. ITS has done a remarkable job meeting the challenge. The new site is clean, crisp, and the use of visual cues rather than narrative to connect the user with resources is a lesson for all of us. I applaud

the use of Service Now as publishing platform which will allow for dynamic updating of critical help and support information.”

When logged in with Wesleyan credentials, the services portal also provides you with easy access to any open cases with ITS, the library, and payroll, and features the ability to update tickets right from there.

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### **Zoom Introduces Free Live Captioning**

Zoom has just introduced its own live captioning service. You no longer need to use the third party live captioning service from Rev! Zoom's service is much easier to use and available to all faculty, staff and students.

Please follow this link for instructions on using the service: [https://wesleyanedu.service-now.com/sp?id=kb\\_article&sys\\_id=39cec5521b026c101807da49cc4bcb96](https://wesleyanedu.service-now.com/sp?id=kb_article&sys_id=39cec5521b026c101807da49cc4bcb96)

If you have questions, please contact Karen Warren or Rachel Schnepfer.

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Finally, as a reward for reading this far, here is your Random Seasonal Lyric, from "February" by Wesleyan graduate Dar Williams:

"I threw your keys in the water, I looked back,  
They'd frozen halfway down in the ice.  
They froze up so quickly, the keys and their owners,  
Even after the anger, it all turned silent, and  
The everyday turned solitary,  
So we came to February."

In closing, please be in touch if you want more information on any of the above, and thanks for reading!

P.S. I can also provide recommendations for snowshoes if you're so inclined...



Dave Baird

VP for IT & CIO



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