

**Subject:** News from the CIO - Issue #18, September, 2021

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**Wesleyan University**  
**Information Technology Services**

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Dear Colleagues:

In this edition, we'll tell you about some improvements we've made to campus infrastructure, and highlight some of the priority projects we have planned for the year, including upgrades to classroom technology, tips and tricks for using Duo, and how to quickly find help using the ITS Knowledge Base where we document solutions to the most common questions we get asked. Let's get to it...

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**ITS Top Projects Posted for 2021-2022 Academic Year**

Each September, I post a [working document](#) on the ITS website outlining our primary Objectives and Key Results (OKRs) for the coming year. One significant project that I will highlight is our planning for the eventual replacement of PeopleSoft. We are conducting an assessment of Wesleyan's needs and capacities, and producing a plan to replace PeopleSoft with a modern Enterprise Resource and Planning (ERP) system. I will have more to report on this effort in early 2022. A complete list of ITS projects is also online [here](#).

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## **Network Team brings Eduroam to the Inn at Middletown**

In May, ITS was asked to connect the Inn at Middletown to Wesleyan's campus and ensure the experience is as close to possible that of being on campus... by mid-August when students would be moving in! That was no small order, as their existing wireless configuration was not intended for the volume of users and bandwidth we require. In three months, ITS contracted with Comcast to provide the point-to-point connection between campus and the Inn, installing wireless equipment in every room as well as cabling the restaurant for Bon Appetit operations. By August 23, we were live!

"James (Taft) and the team worked under not optimal time circumstances to get this done. They managed a great process and had everything up and running in time for our students to move in," said Chris Olt, AVP Finance.

Today, students at the Inn have the same wireless connection as those on campus and connect as if they were in any other dorm. When our occupation is over, Wesleyan plans to reclaim the equipment to continue strategic replacement and updating of wireless access points throughout the campus.

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## **Readying Classrooms for Fall**

The summer of 2021 proved to be no less busy than years past. While most of us took much needed vacations after the last year and a half, we still had quite the to-do list. The summer started the day after classes ended in May, as PAC classrooms had to be gutted in preparation for demolition. Also, in 2020-2021, only about 1/3 of classroom spaces were used (to maintain social distancing requirements), which meant that we had dozens of spaces that remained untouched since March of 2020. Rehabilitating these spaces, as well as restoring the Covid classrooms, proved to be quite the undertaking.

While we did have to remove the Covid tech to support in-person teaching this fall, we also devised several ways that faculty can continue to capture their classes, both in and out of the classroom. Information about all these options, including instructions, [is available on the ITS website](#). We are happy to help train faculty on how to use these options, just reach out to Rachel Schnepfer.

A complete list of classroom upgrades scheduled for this fall and winter is online [here](#). The Academic Technology team will be holding a series of

workshops for faculty this fall. Please remember, if you would like to request classroom technology improvements, requests must be submitted through the Classroom Improvement Request Form available in WesPortal every October.

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### **Top Three Duo Tips:**

Now that all faculty and staff are using Duo Multi-Factor Authentication (MFA), here are three things that you should know to make using Duo easier: First, if you ever leave your phone at home, please reach out to your desktop support person. They can provide you with a temporary passcode that will work for the day. Second, if your phone isn't receiving the "Push" notifications, that is because you did not allow the Duo app to show notifications. When you send a Push, you will need to open the Duo app to approve the notification. Third, if your Mac computer isn't honoring the "Remember me for 30 days" checkbox, it is because you are blocking third party tracking cookies. You can either allow third party tracking cookies or wait for the updated version of the app which should be coming in December. If you would like help making any of these changes, please submit a ticket or email [security@wesleyan.edu](mailto:security@wesleyan.edu).

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### **EMS Integrations with CourseLeaf and WesNest**

The Registrar, Student Involvement, Reservations & Conferences, and ITS have developed systems integrations that make EMS room and events data more visible and usable for academic departments and students through both CourseLeaf and WesNest.

CourseLeaf access to the EMS room data allows administrative assistants, chairs, and faculty to easily search and view available rooms based on room features, class capacity, and meeting time. Additionally, faculty and staff will be able to view competing requests for all registrar or department-controlled spaces. This ability creates a transparent scheduling environment for academic departments and the registrar's office to make fair and equitable room scheduling decisions. Amanda Daddona says, "The new integration between CourseLeaf CLSS and EMS has already been a game changer for finding alternative rooms during drop/add, and the staff who have used it are beyond thrilled that this is now a tool they can use."

Shelissa Newball and Joanne Rafferty are the administrators for WesNest, our student engagement software used by the WSA and student clubs. Joanne said, “The WesNest to EMS integration streamlines the scheduling of spaces and posting calendar events for students and gives greater campus visibility to their events. Shelissa and I are very appreciative of Karen Murphy, David Jardim, Heather Fox, and Jane Jylkka for their perseverance in getting the integration running in time for the start of school. It was a real team effort.”

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### **ITS Knowledge Base**

Do you want a quick answer to an IT question or issue you are experiencing? Try our searchable ITS Knowledge Base, accessible via WesPortal > ITS Help > [Wesleyan ITS Knowledge Base](#) .

It is a great place to look for answers to frequently asked questions, how-to guides, and troubleshooting instructions. The Knowledge Base makes it easy for people to find solutions to many IT questions or problems without having to submit a ServiceNow ticket or ask for help, and we regularly add new self-help content based on frequently asked questions and problems.

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### **QAC Leverages WordPress and Zoom for Virtual Poster Sessions**

It’s not an uncommon occurrence at the end of the semester for Wesleyan students to showcase their work, whether it be an exhibit in Zilkha Gallery, recitals in a theatre, or a poster session. However, the restrictions of the past year presented unique challenges to this tradition. One way in which faculty and students have overcome this has been through the development of digital exhibits. Instead of having the show or poster session in person, students share their work virtually on a website. Pioneered first by Ishita Mukerji and Manolis Kaparakis during the summer of 2020, this has become an increasingly popular way for students to showcase their work, from film classes to psychology classes.

One such class is Val Nazzaro’s Applied Data Analysis class. Typically, at the end of the semester poster session, data analysis professionals and alumni are

invited to Wesleyan to review and evaluate student work. Requiring students to effectively communicate their work to an external audience is the core of the class, and Nazzaro did not want to lose that experience. Working with academic technologist Alyssa Marinaccio, Nazzaro and her students created a [WordPress website](#) to serve as the backbone of their digital poster session where each student uploads their poster. Then, for the virtual live poster session, students create their own Zoom meeting and link it to their digital poster, so the external audience can watch the student present their work and engage with them. "I feel like now that we're doing WordPress, I think I'd have trouble giving it up," Nazzaro explains. "Students like having a URL to reference for jobs. Also, now students can always see what other students have been doing, so it's like a historical record for the students of what their peers have done."

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Finally, as a reward for reading this far, here is your Random Seasonal Lyric, from Robert Burns:

"Now westlin winds and slaughtering guns  
Bring autumn's pleasant weather  
The moorcock springs on whirring wings  
Among the blooming heather  
Now waving grain, wild o'er the plain  
Delights the weary farmer  
And the moon shines bright as I rove at night  
To muse upon my charmer"

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

Dave Baird  
VP for IT & CIO



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