

**Subject:** News from the CIO - Issue #20, December, 2021

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**From:** Dave Baird

**To:** Dave Baird

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**Wesleyan University**

## Information Technology Services

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Dear Colleagues:

Welcome to the end of the semester! Inside this edition, we offer some advice on handling suspicious emails, provide an update on the telephone upgrade project, and highlight some improvements to the Wesleyan Dependent Tuition Scholarship Program. And we lead off with a feature on Karen Warren and Rachel Schnepfer's efforts to advance Anti-Racism in Academia through their Success@Wes workshops. I am midway through the series and recommend this program highly. So, grab your egg nog, spice it as appropriate, and enjoy the last "News from the CIO" for 2021... Cheers!

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### **Anti-Racism in Academia (ARiA)**

In 2020, colleagues at universities across the country founded [Anti-Racism in Academia](#) (ARiA), a grassroots, volunteer-led effort that provides a way for higher ed employees to engage in frank, small group discussions designed to better understand racism issues, examine their own biases, and think critically about effective ways to build a more inclusive culture in academia. After participating in the national program, Karen Warren and Rachel Schnepfer brought ARiA to Wesleyan. Working through Success at Wes, two cohorts of participants were formed this past fall, one led virtually by Karen, and the other

led in-person by Rachel. The cohorts meet monthly in discussion sessions, with each session focusing on a different topic area of [ARiA's signature #ROLLAP model](#), Reach Out, Listen, Learn, Act, and Persist. Both Karen and Rachel are grateful for the opportunity to be able to contribute to the community by doing decidedly non-traditionally IT-related work, but also have been deeply impressed by the thoughtfulness and engagement of their colleagues at Wesleyan who have volunteered to participate. For more information about ARiA and their #ROLLAP program at Wesleyan, please contact Karen or Rachel.

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### **Handling Phishing Emails - What you do, and what we do, explained:**

You likely know by now that when you receive a suspicious email, it's best to forward it directly to [security@wesleyan.edu](mailto:security@wesleyan.edu), but then what happens? Any messages sent to that email address are automatically turned into tickets in our ServiceNow system. The information security team then reviews the message to see what type of bad email it is. If it's a phishing or scam message, we block the sender from being able to email any more @wesleyan.edu addresses. We also check the logs to see if anyone responded and reach out to anyone who did so they know it is a scam. Sometimes the message comes from a compromised account, in which case we reach out to that user to help them regain control of the account. And in a small percentage of the cases the message is legitimate, and we let the reporter know that too, as well as why we view it as legitimate. We typically do not respond to everyone who reports a phishing message as the Wesleyan community is very good at identifying and reporting phishing messages, and we typically receive several dozen reports about each phishing message. If you want more information, please contact Joe Bazeley, our Chief Information Security Officer.

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### **Avaya Phone Update**

For the past year, ITS has been upgrading Wesleyan's analog phone system to an Avaya VoIP (Voice over Internet Protocol) system. Rose Smith has been taking a systematic approach to remove unused numbers from the Nortel system that was installed almost 30 years ago. This will reduce future

maintenance costs and result in a much more efficient and well-documented system. Wesleyan's telecom partner, New Era Technologies, has been working side by side with us; as of today, we have replaced 1105 phones and are on track to complete all faculty/staff phones by the end of January, 2022. From there, we move on to address phones in common areas, hallways, elevators, etc. As part of the upgrade, Wesleyan will be implementing "e911" as required by federal law (see [Kari's Law and Ray Baum's Act](#)). Enhanced 911 (e911) requires that the phone system transmits location information for the caller when they dial 911. Look for more details in an upcoming newsletter and emails from ITS as we roll out this service next year.

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### **Dependent Tuition Application Gets an Overhaul**

Amy Walsh and Donna Brewer from Human Resources worked with ITS to create a full service site in WesPortal for the Wesleyan Dependent Tuition Scholarship Program. The new site streamlines the initial application process and provides a secure venue to upload invoices and claim submissions. It also allows the Human Resources team to review and process applications and tuition payments more efficiently – saving both time, late nights, and weekends. In addition, the application enhances communication and workflow between employees and Human Resources, and provides a clear reviewable history of all past payments. Tom DiMauro, with advice and assistance from Maria Higuera, Darrell Lawrence, and Ravi Patil led the application rewrite for ITS.

*"The Tuition Benefit Application is now so straight forward for faculty and staff. Definitely a step forward!" -Sonia Sultan*

*"I can see how the rewrite has made the process much easier for Amy now that she has a central location to review the applications and tuition invoices." - Jennifer Collingwood*

*"The new process has alleviated some of the stress around ensuring timely payments for my daughter's education." -Michael Whitcomb*

The Dependent Tuition Scholarship Program can be found in WesPortal under My Information. Information regarding the program details may be found at <https://www.wesleyan.edu/hr/other-benefits/dependent-tuition.html> .

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## **New "PIN" solution for student employees to charge department SmartKeys**

Do you have a student worker in your office who needs to be able to charge print/copy to your department SmartKey? We have a new "PIN" based solution for student employees.

PaperCut print/copy is charged by person, rather than by the machine used. Your student employees currently have the ability to charge work related print/copy to your department SmartKey by making a selection from the PaperCut account selection screen each time they print/copy. To tighten restrictions on which student workers have access to print/copy using your department account, we are moving to a custom billing "PIN" code based system. If you would like to utilize this "PIN" option for your student workers please email Crystal Flores at [cflores@wesleyan.edu](mailto:cflores@wesleyan.edu) and she will provide the 4-digit code associated with your department account. Additional information can be found in this ITS Knowledge Base article: [PaperCut Find-Me Printing Account Selection](#) .

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## **Duo, new phones, and Eduroam**

If you happen to get a new phone over the holiday break, you may need to contact the HelpDesk or your desktop support person to get a temporary passcode that will allow you to add your new phone to your Duo profile. But, if you have previously used "Duo Restore" in the app to backup your Duo profile, you can activate your new phone through the Duo app. Also, now would be a great time to join all your devices to Eduroam as we will be retiring AirWes in January. We will send another email reminder as time draws near.

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Finally, as a reward for reading this far, here is your Random Seasonal Lyric, from "Follow that Road" by Anne Hills:

"If you get the notion in December to stop by for just a day

There's that tiny little road that no one knows of, it's safe to go that way  
It's up between two fields so the sunlight melts the ice by afternoon  
You'll see two houses by the fields, someone's always there, if not they'll be  
back soon..."

I hope you all get to "follow that road" back to those you hold dear this holiday  
season. 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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