Subject: News from the CIO - Issue #11, August, 2020
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From: Dave Baird
To: Dave Baird

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Wesleyan University
Information Technology Services

Greetings, Colleagues:

What day is it again? Does it matter? My last newsletter was sent in February and it seems like a long time ago... The past few months (and those ahead) have been (and will be) some of the most challenging in our careers in higher education. Yet, I have been so impressed at the commitment of our faculty, staff, and students to do all that we can to thrive in these temporary conditions. I hope you can spare a few minutes to consume the content below, as I have selected just a few topics that should prove useful as you (and we) prepare for the return of our students, both in person and online around the world. Off we go!

How I Spent My Summer Vacation (by Rachel Schnepper)

Days after the University pivoted to remote learning in March, Academic Technology started preparing for multiple scenarios for the fall semester. We partnered with the Library, CPI, and the Fries Center for Global Studies to develop a robust series of workshops this summer as part of the Summer of Learning. More information is available here. In May, we began exploring technologies to install in the classrooms that would enable hybrid

classes. Ultimately, we devised a solution that includes a 360° camera and multiple microphones positioned throughout the classroom, for both the professor and among the students, that will enable remote student engagement to facilitate their learning. In collaboration with Academic Affairs and Facilities, we identified around 30 classrooms to renovate. Additional spaces will be equipped with other forms of video-conferencing technology to facilitate hybrid classes. Finally, faculty requests for additional hardware to support online teaching can be found under the Information for Faculty section of this webpage:
https://www.wesleyan.edu/its/remote_resources.html .

ITS Service and Support (by Erik Quimby)

While many of us continue to work remotely, ITS endeavors to deliver quality support and service to the Wesleyan community. Throughout the spring and summer months we have been utilizing remote support tools to address your IT needs. We'll continue these procedures as we move into the fall semester. Our Desktop Support Specialists are equipped with tools to support the campus remotely and they are available to coordinate on campus service and support when necessary. Our Service Center (Exley 116(rear)) remains staffed daily Monday – Friday for "by-appointment" technical services, and our ITS Helpdesk continues to support our students, alumni, and emeriti via telephone, on-line chat, and with remote support tools.

Faculty and Staff requests for support are most efficiently handled via submitting a request through ServiceNow. This ensures that your request is routed to and addressed by the appropriate ITS professional as quickly as possible. Please visit Teaching, Learning, and Working Remotely for more detailed ITS support and service resources. If you have ideas or suggestions on how ITS may improve support and service in the current environment please contact Erik Quimby, Director of User Services.

Multi-Factor Authentication (by Joe Bazeley)

We are currently running a pilot of Duo, our multi-factor authentication (MFA) solution. MFA is a powerful tool for keeping hackers from accessing your Wesleyan account after they've stolen your password. For computers you

trust, you can set Duo to confirm your identity once every 30 days. For computers you don't trust, Duo is required every time you log into any Wesleyan online resources, which will keep hackers out of your accounts.

In September, an email will be sent to the community announcing that we are opening the pilot to any faculty and staff who would like to participate.

Remote Telephones (by Karen Warren)

In order to facilitate remote working, ITS has been researching options for telephone services. In the fall, ITS will be rolling out extended capabilities for those who have Avaya or Cisco phones in their office. These capabilities allow for our faculty and staff to use a cell phone or computer software-based phone to make and receive calls from their Wesleyan extension. This will alleviate concerns about revealing personal cell phone numbers.

Don't worry if you still have the older Nortel model phones. We will be working through each department to change from the older system and provide updated phones with this functionality to those who need it.

New Ricoh multi-function copiers and Wes-Find-Me-Printers (by Erik Quimby)

Testing is complete and we have moved into the implementation phase of our campus Ricoh multi-function copier refresh. 132 new copiers will be delivered and installed across campus during the month of August. The new devices are energy efficient and offer improved print, copy, scan, and fax capabilities. ITS and Ricoh are coordinating the installations with key staff in each copier location. Training and training resources will be coordinated and provided as the copiers are installed. Once implemented, all faculty and staff will be able to retrieve print jobs from any campus Ricoh copier by printing from their computer to the single campus print queue *Wes-Find-Me-Printers*.

A partnership between Finance, ITS and the Office of Sustainability, this project will bring Wesleyan significant cost savings, increased document security, improved personal convenience, and a reduction in waste and power consumption across campus.

Enterprise System Staffing Updates (by Steve Machuga)

Barbara Spadaccini

Barbara Spadaccini's last official day at Wesleyan was July 31st. In her twenty years at Wesleyan, Barbara was the ITS leader on several campus-wide implementations including PeopleSoft Human Resources/Benefits/Payroll, the Wesleyan Financial System, and Workforce Time. While we will miss Barbara and her institutional knowledge, we are grateful that she has accepted a part-time position in Payroll. At least for a time – she will not be too far away.

Kevin Kane

From late March through early July, Kevin Kane was deployed with the Connecticut National Guard to aid the state's response to the Covid-19 pandemic. During his deployment, Kevin built temporary hospitals and coordinated test kit assembly and distribution for the state. We are extremely proud of Kevin's efforts and grateful to his colleagues both in ITS and in offices across campus for supporting his efforts.

In closing, I hope that you all remain healthy and safe as we persist through the pandemic. We in ITS are here to support you so please let me know if we can be of greater assistance in the days, weeks, and months ahead. Thanks for reading!

Dave Baird

VP for IT & CIO

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