

Subject: News from the CIO, October, 2024
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Wesleyan University

Information Technology Services

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The "Fall Break Edition"



Dear Colleagues:

It is [Educause](#) week in ITS, and as several of our staff are attending the annual conference for technology in higher education, I have a few hours without meetings to crank out a newsletter... This month, we invited Chris Olt and Andy Tanaka to give a financial overview at our monthly ITS all-staff meeting at 55 High Street. They conducted a rousing game of Wesleyan Finance trivia and fielded many questions about how decisions are made when there are many worthy ways to spend our resources. I think it is so important for our departments to understand how the rest of the university operates; to that end, if you ever want to hear from my leadership team about ITS initiatives, please reach out and we will gladly oblige.

In this newsletter:

- Cybersecurity Awareness Month brings Duo for students and annual training for faculty and staff
- A Registrar's progress report on Stellic
- Classroom technology planning for New Science and the Integrative Arts Lab
- Support for Workday

Let's get to it...

October is Cybersecurity Awareness Month

To mark the occasion, we added Duo to student accounts to help protect them from phishing attacks. Their Duo enrollment was staggered by class and took place from September 30th to October 9th. For faculty and staff, we rolled out the [annual cybersecurity awareness training](#) on October 7th. In addition to serving as a refresher for all of us, this training also includes information on how to recognize new variations of attacks and scams being used by hackers. Providing annual cybersecurity awareness training to all faculty and staff is required for Wesleyan to be able to purchase cybersecurity insurance, so your assistance in completing the training is greatly appreciated! As a reminder, since this past weekend brought a fresh phishing attack offering free musical instruments, when you suspect a scam email, please forward it to security@wesleyan.edu. Thanks!

A Stellic Update

The Registrar's office has been making great strides on the Stellic implementation in partnership with Academic Affairs and ITS. The team is excited about this effort, which should be a vast improvement over the current process. Josh Berry noted: "We are excited to work with the departments, advisors, and all campus colleagues who contribute to the certification of a student's progress to degree requirements and advising using Stellic."

This fall, the Registrar will begin training and outreach for the initial launch in March of 2025. The outreach will include division luncheons, administrative assistant meetings, and consultation with the WSA. Training efforts will focus on a "train the trainer" model to get experts ready in advance of the spring launch. Phase 1 of the project will focus on degree audit and advising while phase 2 of the project will include course registration. When asked about the impact and possibilities, Josh offered: "Stellic will be replacing the major and minor forms to start, but the application will provide so many opportunities for future Wesleyan specific development in the spheres of advising, student course planning and registration."





ITS is particularly excited about this project because it moves significant functionality from a legacy system that will be retired over the next 2 years. The reduced support and administrative load from an IT standpoint are welcomed in advance of the Workday Student implementation.

Classroom Technology Planning

The new Frank Center for Public Affairs enjoys well-deserved praise for its form, function, and enormous popularity as a place for classes and general study. It was evident from the moment it opened how transformative a space it is, both in terms of the formal and informal learning opportunities it provides. We're excited to continue the success of the Frank Center with other projects on campus, notably the New Science Building and the Integrative Arts Lab. Classroom and A/V design discussions were completed for New Science last summer, and we've spent the past year finalizing plans with our friends in Facilities. Technology installations will begin in fall 2025 with a planned opening in fall 2026. Meanwhile, designs for the spaces in Integrated Arts Lab are under discussion, and we are on track for the anticipated opening in fall 2025. We can't wait to see the vision for these spaces come to life and the impact they have on student experiences while at Wesleyan. Please reach out to Rachel Schnepfer with any classroom technology questions!

Support for Workday

ITS has worked with colleagues to make access to Workday support as straightforward as possible. WesPortal has a Workday icon in the top logo bar. This brings you to choices for training, drop-in sessions, logging into Workday, and the Workday support landing page:

<p>AP and Purchasing support</p>  <p>Use this form to report an issue or request a service from the Accounts Payable or</p> <p>View Details</p>	<p>Financial Planning support</p>  <p>Request assistance from financial planning</p> <p>View Details</p>	<p>Payroll Help</p>  <p>Use this form below to report an issue or request a service from Payroll.</p> <p>View Details</p>
<p>Request Gift Budget Amendment</p>  <p>Request budget amendment (formerly budget transfer)</p> <p>View Details</p>	<p>Request Journal entry</p>  <p>Request journal entry in Workday</p> <p>View Details</p>	<p>Request Payroll Accounting Adjustment</p>  <p>formerly called payroll redistribution</p> <p>View Details</p>
<p>Workday Change Request</p>  <p>Submit a change for Workday configuration, business process, report or data.</p> <p>View Details</p>	<p>Request IT Support</p>  <p>Request IT support or get an answer to general Workday questions.</p> <p>View Details</p>	

The landing page was designed to present the avenues for support depending on the issue. AP, Payroll, Finance and HR can and do resolve many of the issues. ITS is working collaboratively with these departments to resolve tickets as fast as we can. As expected, the volume of tickets is high. ITS monitors this data closely tracking rates of closure and daily volume.

Need to find out the status of a ticket you submitted? You can update your ticket at any time by returning to the same page where you opened the ticket. Instead of requesting IT support, navigate to the top menu bar and click Requests to see any open tickets you may have. Click the ticket from the menu and enter comments in the space type your message here. This updates the ticket and triggers notifications to the people working on it.

Finally, as a reward for reading this far, here is your Random Seasonal Lyric...

From Mumford & Sons' 2018 album *Delta* comes "October Skies". The linked [Youtube video](#), a collaboration with National Geographic, is quite beautiful, as is this bit of lyric:

*In the silver light
I just made out
Your silhouette
Through the quickening haze
So brand it on my mind
So I don't forget
Let it shine
On my wandering eyes*

Until next time, 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!

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