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Wesleyan University
Information Technology Services

Dear Colleagues:

Welcome to the Spring Break edition of "News from the CIO" for 2023. In this edition:

- ITS Employee Updates
- Voicemail System Upgrade Enables Streaming via Web or Mobile App
- Enhancements to MyApps Virtual Computing Environment
- SharePoint Document Library Tips
- Sending Secure Email
- Google Cleanup Complete

Let's jump right in...

ITS Employee Updates

Breaking News... For nearly 20 years, the ITS department has enjoyed absolutely stellar support from our Administrative Assistant, Donna Moore, who has announced she is retiring at the end of May. Donna's contributions to the high functioning of the ITS department are many and multi-faceted. In addition to enabling my leadership team to conduct our many meetings, manage our complex financial accounts, and keep the department's social fabric in top shape, she is also the public face of ITS to the rest of campus, a multitude of vendors, and the general public. Donna has served in her role for at least three VPs over the years, and I can unequivocally say that I could not have asked for a more capable and caring person to help me for the last 10+ years. So, of course, we will miss her terribly, but our feelings of loss are eclipsed by

In other news, on March 27th we will welcome our newest employee, Suraj Adnaik, who will join us as a Financial ERP/SaaS Systems Manager. Suraj comes to us from the Children's Hospital of Philadelphia, where he was a Principal Business Analyst. His first assignment will be to help our friends in Human Resources and Finance implement the Workday system, so he won't be bored...! Please join me in welcoming Suraj to Wesleyan!

Check voicemail from app or web

Voicemail is a fact of life. Even with emerging communication technologies like Zoom and Teams, we all manage voicemail. A recent upgrade to our voicemail system offers more options for checking messages in addition to the traditional method of checking from your phone.

<https://webvm.wesleyan.edu> has had a bit of a facelift and now offers the ability to playback messages from within the browser. All other voicemail functions such as recording greetings and forwarding messages can also be completed there. Check [this article](#) for more information.

There is also an easy-to-use mobile app for those who are interested. The app allows for easy playback and message management. To use the mobile app, ITS needs to enable your cell phone number to interact with the system. [This article](#) explains how to download and use the app. Voicemail may not be going away, but these tools offer some efficient ways to connect.

Enhancements to MyApps Virtual Computing Environment

All Wesleyan users have access to myapps.wesleyan.edu which provides access to over 70 software titles using only your web browser. At the start of this semester, we enabled a new feature called “persistent profiles” on MyApps. Persistent profiles means that when users log in to MyApps, MyApps now remembers who you are! Now users can save files to the desktop in MyApps and they will be there the next time you log in. Additionally, any changes to program settings users make will persist, as will customized layouts. Manolis Kaparakis of the QAC explained: “Some students already show a clear preference for the virtual environment, and persistent profiles and the systematic backups can streamline access to software, course, and project

advised: persistent profiles are not permanent. They will be deleted after the end of every semester.

SharePoint Document Library Tips

SharePoint is a great tool for storing, managing, and accessing collaborative documents from anywhere. It offers a wide range of options for organizing your files to suit your needs. As many Wesleyan offices are embracing SharePoint for their collaborative cloud storage, ITS has been busy providing SharePoint training, instruction, and resources to Wesleyan's faculty and staff.

Here is our links to ITS resources to help you get started with or improve your document library experience in SharePoint Online.

[Customize the look of your SharePoint Site](#)

[SharePoint Document Library - Create a Custom View](#)

[Getting Started With SharePoint - Sharing and Permissions](#)

[SharePoint Site Search: see / find All SharePoint Sites shared with you](#)

Sending Secure Email

As a general rule you should not send sensitive information, such as your social security number, through email. This is because sending a normal email message is like sending a postcard through the mail – lots of people who handle the postcard can read the entirety of the message. But Microsoft does provide us with a mechanism for sending encrypted messages through email. If you need to encrypt a message, just add "SECUREIT" to the subject line. The process for encrypting email (including how to prevent the encrypted message from being forwarded) is covered in detail in this KB (Knowledge Base) article: https://wesleyanedu.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011285 .

Google Cleanup Complete

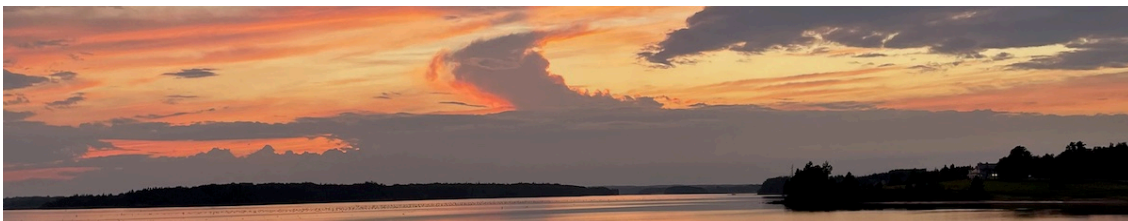
able to fully utilize Google throughout their time at Wesleyan, storage quotas were put in place for faculty, staff, and alumni. Additionally, most Google Shared Drives that were not created by or for current students were moved from Google to Microsoft SharePoint. We understand that this was disruptive for many and appreciate the help that we received from faculty and staff with moving their content around. Over the course of the project we went from having 470 TB of content at Google to a bit under 220 TB, which allowed us to avoid an annual expense from Google of \$45,000. Thank you!

Finally, as a reward for reading this far, here is your Random Seasonal Lyric. Over Spring Break, the men's baseball team has been playing exhibition games in Arizona, a sure sign of Spring. Here, then, is an excerpt from John Fogerty's "Centerfield":

*Well, beat the drum and hold the phone - the sun came out today!
We're born again, there's new grass on the field.
A-roundin' third, and headed for home, it's a brown-eyed handsome man
Anyone can understand the way I feel.
Oh, put me in, Coach - I'm ready to play today...*

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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VP for IT & CIO



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