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Wesleyan University Information Technology Services

Dear Colleagues:

Welcome to the Post-Thanksgiving edition of *News from the CIO*, featuring:

- PAC Technology Workshops begin January 22-26
- Online Course Petition Process Launched
- Separating your work and personal (digital) lives: Part One (Email)
- ServiceNow use expands well beyond ITS
- eFax: ITS enables every @wesleyan.edu email address to send a digital fax anywhere

Off we go...

Teaching in the new PAC? Technology Workshops begin January 22-26!

It's almost here! After years of planning followed by years of construction, the new and improved Public Affairs Center will open for spring 2024 classes! The new space will have thirteen classrooms, plus a computer lab, five meeting rooms, and an expansive lobby that will double as a large event space. It's a beautiful building, and we are super excited to see the impact the renovated PAC will have on teaching and learning in the months and years to come. In anticipation of its spring 2024 opening, ITS will be holding multiple workshops for faculty and staff the week of January 22nd, allowing those teaching and meeting in the spaces to familiarize themselves with the new technology and set-ups. Please keep your eyes out for additional emails in the new year with more information. In the meantime, if you have any questions about the

Online Course Petition Process Launched

This fall, ITS helped the Registrar's Office and the Office of Academic Advancement to create an online mechanism to handle late changes to class schedules. Prior to this effort, any late change to schedules such as adding/dropping 2nd quarter classes or grading mode changes required a paper process that was very labor intensive. ITS's Maria Higuera modified the student schedule application to allow students to submit these change requests. These online petition forms now follow a dynamic workflow with email notifications at each stage of the review process. Students can monitor the status of their requests as they move through workflow, and faculty can approve or deny requests as appropriate. Moving course petitions online reduces the time to handle each request and ensures a more uniform experience for students and faculty as they navigate this process.

Separating your work and personal (digital) lives: Part One (Email)

Background: In my role, I am often asked about how best to separate your (digital) work life and personal life. This article is the first in a series that I will write (with the help of some of my leadership team in ITS) on the subject. I'll cover email, file storage, software licensing, and related items, so if you have any questions you want us to address, please drop me a line... For some context, here is the lens through which I view these topics: As Wesleyan ITS, we have a responsibility to provide technology solutions that enable employees to do their jobs, and we have a responsibility to securely protect everyone's data (everyone in this case means faculty, staff, students, parents, alumni, trustees, and even outside entities who give a lecture and receive a stipend). In order to fulfill these responsibilities, we take measures to control how our technology assets are used (backup critical data, encrypt sensitive information, employ virus protection for email and file storage, and even limit the kinds of applications that can run on the network (malware, for example)). We also have to make judgements about how much computing we can support in order to run operations smoothly without wasting resources. So, where do we draw those lines and why? Let's use yours truly as a case study. On my Wesleyan-owned laptop and in Office365 and OneDrive/Sharepoint storage, I keep all my work

personal files in iCloud and Google Drive. The easy example is music. I have digitized my entire CD collection and stored it online with a replica of the entire catalog in both iCloud and Google Drive. As for email, I use my Wesleyan email address for any professional correspondence and to access a limited number of work-related sites (Mailchimp, for example, which I use to compose and send this newsletter). I use my dbaird---@gmail.com address to access all my non-work online accounts (banking, home utilities, eCommerce, ezPass, you get the idea...). This way, when I win the lottery and/or retire from Wesleyan, I can still pay my Eversource bill when my wesleyan.edu email address is retired. Considering Wesleyan users more broadly, there are instances where a supervisor needs to access an individual's Wesleyan email to continue the operations of the university, such as after an employee leaves but their work continues. While rare, cases like this do happen, and when they do we follow strict protocols to enable the retrieval of any information. So, ITS recommends that everyone in the Wesleyan community maintain a personal email account in addition to their Wesleyan email account. This allows you to create a separation between your work email and personal email, and also ensures that no one from Wesleyan will see any personal matters in your email if we do need to access your account. You can probably think of other reasons why keeping your personal and professional digital identities is a good idea - please feel free to send me your examples and/or related questions. Next time, I'll do a bit of a deeper dive into file storage strategies, so stay tuned...

ServiceNow use expands well beyond ITS

Use of ServiceNow continues to expand to help departments transition business processes out of email into a system that tracks outcomes. The first non-ITS function to do this was Payroll. That was followed quickly by AP and Purchasing, Residential Life, Wes Station, and our two newest additions: WesCard and the Resource Center. Director of Auxiliary Services, Michelle Myers-Brown, first approached ITS about WesStation in 2022. "With the occasional lost package that needs tracking or the frequent forwarding or pause mail requests, the WesStation team saw ServiceNow as the ideal way for the campus to communicate their needs to the mail service department. The system has worked great and allows the WesStation staff a cleaner way to track requests as well as running reports and managing data." Following the success of that effort, WesCard will use the system starting next semester.

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Payroll, then Resource Center AA Evelyn Bozeman contacted ITS to see if they could track their requests more efficiently. The result is a new request and approval process that went live for students in September. “At first I was concerned about how much of a learning curve it would be to become competent enough to use ServiceNow, but after using it for a couple of months I was pleased to see how quickly and easily it became a part of our daily operations!” said Resource Center Director, Demetrius Colvin.

If you are managing a function using email or some other manual process, consider ways that your area may benefit from collecting, monitoring, and tracking interactions. Reach out to Karen Warren for more information.

eFax: ITS enables every @wesleyan.edu email address to send a digital fax anywhere

In the summer of 2023, ITS began piloting a campus digital fax service called eFax. While the need for faxing has decreased significantly over the years, some Wesleyan offices still have a need for fax service for specific document handling processes.

The eFax service allows anyone with an @wesleyan.edu email address to readily send faxes from any device. No need to worry about printing your documents, heavy fax machines, fax phone lines or busy signals. eFax makes faxing more effective, faster, and greener.

Over the next few months, legacy analog fax lines will be retired across campus and ITS will be migrating those few offices who need to receive faxes to the digital eFax service. Offices who have analog fax lines will be contacted by ITS about this change.

eFax digital fax sending is now available to anyone with an @wesleyan.edu email address. You can find simple eFax sending instructions by visiting [eFax: Sending a fax digitally via your @wesleyan.edu email account](#)

Finally, as a reward for reading this far, here is your Random Seasonal Lyric.
Warning - it's cheesy... celebrating the annual ritual of returning home for

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Walter Kent (1949):

*The longest mile is the last mile home when you've been away
The dearest dreams are the dreams of home when you've been away
You travel far over land and sea then one day it's as clear as can be
The sweetest mile you'll ever roam is the last mile home.*

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!

Dave Baird
VP for IT & CIO



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