Information Technology Updates

Greetings and welcome back to an exciting semester. The Information Technology Center has implemented considerable number of applications and technologies to facilitate the teaching-learning processes and gradual transition from "Brick and Mortar" institution into a virtual "University without Walls"! This update is provided to help you become familiar with some of the technologies on campus:

✓ **MySUSLA Mobile App (New):**
   ITC has implemented the MySUSLA Mobile App for smartphones and tablets. The MySUSLA Mobile App provides students, faculty, and staff with mobile access to Banner, the website, and the university social network pages – Facebook, Instagram, YouTube, etc. Students are now able to complete Registration via smart devices and check on Registration Status, Classroom Availability, Account Summary, Academic Transcripts, Class Lookup, Holds, Grades, and more. MySUSLA App provides extra flexibility as students, faculty, and staff become even more reliant on anytime-anywhere access through mobile technology.

✓ **Single Sign-On (SSO) Password (New):**
   ITC has implemented a unified single sign-on (SSO) password for computer logins and all applications except for the Banner System. Users can now login to campus resources (Computers, SkyMail, MOODLE, wifi, etc.) with one password thus eliminating the confusions sometimes associated with using multiple passwords. Please note the Banner System requires a separate Banner-ID/PIN to login.

✓ **SUSLA Locksmith:**
   The LockSmith is a secure, simple-to-use, web-based self-service account login and password management system. The tool enables users to reset their own passwords, unlock their accounts, and update their personal details (e.g. telephone numbers, etc.) seamlessly without the need to rely on IT staff. The elimination of the **man-in-the-middle** accords users the power to manage their own password securely via the web, anytime, and anywhere. All faculty, staff, and students should enroll in LockSmith now – it only takes a couple of minutes! Click here to sign up..

✓ **SkyMail +Plus and Office365 (New):**

The SkyMail+Plus is SUSLA official cloud-based student email and Office365 applications platform hosted at Microsoft Azure. Beginning this semester, all students' receive newly upgraded mailbox accounts per the new campus agreement with Microsoft. The new Office365 platform is now connected with the campus and provides significant features such as single-sign-on (SSO) password, 50GB mailbox, 1000GB (1TB) OneDrive (SkyDrive), Office 365 Applications (Word, Excel, Powerpoint, and OneNote), and various apps including Skype, Yammer, collaboration, blogging, photo sharing, instant messaging tools, and much more. Click here and to learn more..

✓ **Modular Object Oriented Dynamic Learning Environment (MOODLE) - New:**

The latest MOODLE installation (v2.9) is being adopted this Fall semester 2015 and will eventually replace the older version (v1.9) as the learning platform of choice for delivering online learning content, engaging learners, and measuring their performances. We encourage users to report issues to ITC as we get up to speed to supporting the new platform. Those wanting to bookmark the new MOODLE should point their browsers and smartphones to http://moodleprod.susla.edu

✓ **MOODLE Mobile App (New):**

SUSLA is implementing a MOODLE Mobile App beginning in Fall 2015 to enable students' quick access to online courses via iPhones, Androids, iPads, etc. The app provides total mobile integration with MOODLE and allows users to browse course contents, receive instant notifications of messages and events; locate and contact other people in their class; upload images, audio, videos and other files from mobile devices; view course grades; and many more features. More to come

✓ **SUSLA Jaguar Debit Card:**

Attention New Students. The SUSLA Jaguar Card is your key to faster refunds and increased choice for receiving your Financial Aid or school refunds. Effective immediately, all students should take time to ensure that their mailing and permanent addresses in the Banner System is up-to-date to ensure your Debit MasterCard is mailed to the correct address. Please keep your SUSLA Jaguar Card safe once it arrives. **There is a replacement fee of $25 for lost cards.** To learn more about the SUSLA Jaguar Card, visit the website at http://www.susla.edu/jaguar-card

✓ **Computer Labs, Cloud Storage, and Print Quotas:**

Faculty and Students have access to over 400 computers in more than 17 Computer Labs at the Martin Luther King Drive location, the Metro Center, and the Aerospace Technology Center. Usernames and passwords are required to log on to campus computers. Rules regarding SUSLA computer lab usage are available on the website and on computer desktop backgrounds in labs.

- **Cloud *Storage Quota* (New)*:*** Students are provided 1000GB (1TB) secured virtual storage capacity to use for their work on Office365 cloud. Students can access their individual storage space and retrieve and share their files from anywhere, anytime.

- ***Print Quota:*** Students are assigned a 250-paper printing capacity per semester. The quotas can be used anywhere on campus and at the ancillary sites (Metro and AeroSpace). An informational pop-up balloon on the taskbar on the computer screen allow students to keep track of their

balance. Those who ran out of quota may purchase additional sheets of paper for a nominal fee at the cashier's window.

- *Deep-Freeze Enterprise*: "Deep Freeze" management software is implemented in all computer labs to protect workstations and lab users' against virus and malicious software downloads and installations. The software automatically logs off users after a 20-minute period of inactivity and restores computer desktop configurations upon reboot.

✓ *SUSLA WebSite:*

A new University website was implemented and launched in May 2015. The web design evolved out of best practices and current trends from several universities and colleges both in-state and nationwide. The website is portable and streamlined for easier navigation, and deliver a professional looking web presence, one that is rich in content and offers significant improvements in locating information easily. A mobile version of site is available for smartphones and tablets.

✓ MySUSLA IntraNet (New):

MySUSLA is a planned employees' Intranet Website under construction for disseminating university internal communications. The Intranet will require user login and is accessible on campus and off campus via SUSLA Virtual Private Network (VPN). Employees accessing the site over the VPN will be able to connect to authorized services and applications normally available on campus; i.e. Banner, Argos Reporting, ServiceDesk, networked Drives and office Printers, telephone extensions, Security cameras, etc. Upon completion, MySUSLA will be the site of choice for connecting employees with data, information, and tools needed to become more efficient and productive. More to come.

✓ Emergency Communications Network (ECN) - New:

ECN is an emergency mass notification system used to send text, voice and e-mail messages to notify students, faculty and staff during a crisis on campus. The ECN system also allows for text-to-voice features that can send messages to landlines and effectively replace the FirstCall notification system. All faculty and staff are automatically registered for ECN services when they are hired and students when they enrolled on semester basis. The secure, customized **Contact Group Enrollment (CGE)** page allows students to add or update their contact information to ensure they will be included when a message is sent – unlisted numbers, mobile number, TDD/TTY requirements can all be entered. Click this link https://public.coderedweb.com/CGE/A4753DD84298 to access the site.

✓ BadgePass Identity and Access Control Manager (New):

ITC has implemented BadgePass Identity and Access Control Manager for issuing ID cards to faculty, staff, and students. Identifying people on premises is critical to campus security and helps create a sense of community among employees and faculty members.   Using the new software, designated staff and campus police can pull up and view pictures of people on campus via the web to confirm their identities.

✓ **SUSLA ServiceDesk for Employees (New):**

It's back. ServiceDesk is an electronic web-based IT helpdesk software tool used by employees to submit and manage their work-order requests. The tool offers an integrated Self-Service Portal with Trouble Ticketing and Tracking, and a Knowledge Base System which allows users to find online solutions to issues before raising a request. Faculty and staff can access and login to the ServiceDesk tool using their usernames and passwords or send email requests directly to servicedesk@susla.edu or helpdesk@susla.edu.

✓ **Virtual Private Network (VPN) for Employees:**

SUSLA VPN provides employees highly secured remote access and site-to-site connections to data, voice, video, and application systems. Emulating the main office desktop experience, the Remote Access VPN enables faculty and staff to work virtually from anywhere and access campus resources (file share, printers, VoIP phones, Banner, etc.) as if they were in the office. The VPN is slated for upgrade this semester.

✓ **Workshops and In-service Trainings:**

ITC offers targeted in-service trainings and Train-the-Trainer workshops to faculty, staff, and students. These workshops are tailored to help users become familiar and gain the necessary skills needed to work with various campus technologies and resources. The Train-the-Trainer workshops are power sessions geared towards experienced individuals interested in facilitating group workshops for others. All workshop training contents and schedules are open to revision(s) to meet the needs of the University constituents. Faculty, staff, and students are highly encouraged to attend.

✓ **Ask-IT Town Hall Meetings:**

Want to be in the know? You would want to attend the Ask-IT Town Hall Meetings to be held on the third Thursday of every month (TBA). The town hall meeting provides an open forum for the University constituents to interact with ITC technicians, seek solutions to issues, and get answers to general questions. These meetings promise to separate the facts from fictions, and reality from myths. ITC is always looking for new ideas, so bring us your suggestions on how we can serve you better. We look forward to seeing you there!

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