

August 2019 Division of Information Technology Newsletter

Extended Technology Assistance Center Hours

The Technology Assistance Center is pleased to announce expanded telephone support hours. Based on feedback on our annual customer support survey and input from several faculty, the Division of Information Technology has optimized existing resources to provide additional technology support to the campus community. Users will now be able to call 540-831-7500 and speak with a technician until midnight Monday – Thursday. This will provide additional assistance to faculty and students especially with evening and online courses. This change does not impact the 24/7 Desire 2 Learn (D2L) telephone support. Select option 3 from the support menu to access D2L customer support.

Start of School Information

- **D2L Drop Add Process** – During the drop-add period, D2L course registrations are updated on a nightly basis. Thus, if a student adds a course today, they will not appear in your course listing until tomorrow morning.
- **D2L Notifications** – Faculty may wish to remind students that they can configure their D2L settings to enable email and/or text notifications. This will provide a variety of alerts for content, assignments, quizzes, discussions and grades. This can be configured by clicking on their name in the top right of the D2L screen and then selecting Notifications.
- **D2L Quick Eval** – A new feature in D2L called Quick Eval provides instructors a list of unevaluated learner submissions across all classes. This can be found in the top toolbar on the main D2L page.
- **Office 365** – Office 365 is available for **free** to students, faculty and staff to install on their personal devices. Instructions can be found at www.radford.edu/office.
- **Software in Labs and Classrooms** – DoIT asks that faculty members verify in advance that any special purpose software needed for their classes are installed and functional in the classroom and/or computer labs. To have additional software installed, please submit a support request with information about the requested software and the exact location it is needed. www.radford.edu/itonestop.
- **Communicate with Students Registered in Classes** - Course email aliases are available for faculty use. The standard format for course aliases is ru-COURSE-SECTION-fall@radford.edu.
Example: ru-eng1446-07-fall@radford.edu.

Authentication for Adobe Applications in Labs and Classrooms

The latest version of Adobe applications is now available in the campus computer labs and classrooms. Adobe has implemented a new enterprise licensing model for the Creative Cloud suite that requires users to login before accessing these applications. After launching the application, users will be prompted with a Sign in screen. Enter **radford.edu** in the first blank and then click **Sign In**. This will redirect you to the Radford single-sign-on page.



NOTE: Users that have been accessing the Adobe applications through an Adobe ID will still need to continue using their Adobe ID and password until notified by System Services that their account has been transitioned to an Enterprise ID.

Zoom Audio and Video Conferencing

Zoom is a cloud-based conferencing solution that provides audio conferencing, video conferencing, mobile collaboration, and screen sharing capabilities. Use cases include traditional conference calls, guest speakers, meetings with remote participants, candidate interviews, synchronous distance learning, virtual office hours, group projects, etc. Users may connect to a Zoom meeting via a traditional phone call, Zoom client on their computer, smartphone app or in a meeting space that has dedicated Zoom hardware. There are eight classrooms and twelve conference rooms with integrated Zoom capabilities located on the main campus and RUC.

Radford University now has a site-license for Zoom providing all students, faculty and staff with access to a pro license. Zoom can be accessed via <https://radford.zoom.us> where you can setup and schedule meetings. For more information, visit ITOneStop www.radford.edu/itonestop and search for Zoom or contact Voice and Video Technologies at 540-831-7503.

Remove JCHS / Carilion addresses from Outlook AutoComplete Cache

Throughout the RU/JCHS merger process, there were many email communications with faculty and staff at JCHS. Since Outlook automatically creates an AutoComplete cache when you send someone an email message, you could accidentally send email to RUC colleagues at their @jchsh.edu or @CarilionClinic.org address.

To prevent this, we encourage users to look at the addresses in the To: field in Outlook and remove any cached entries that correspond to these old mailboxes. This can be done by clicking on the X beside of the list of addresses Outlook generates when you begin typing an address.



Radford University Carilion (RUC) Network Infrastructure & WiFi

The Division of Information Technology has completed several network enhancements to support RUC. Through our continued network and fiber partnership with Virginia Tech, a 10 gigabit link between Radford University and RUC has been established via the connection Virginia Tech maintains with VTC. This will provide RUC faculty, staff and students access to the Radford IT resources at the same speed as users on the Radford main campus. In addition to this link, a dedicated 1-gigabit connection has been installed to connect RUC to the Internet.

Two WiFi networks are now available at RUC - RUC_Wireless and Eduroam. The RUC_Wireless network will place users on the Radford University network while Eduroam will place users on the Carilion network. The Radford University community is encouraged to use the RUC_Wireless at the RUC site in order to gain full access to Radford resources and achieve the best possible performance.

Students in University Housing can now Stream Live TV

Cable TV for students living in University Housing now includes the ability to Stream Live TV. This new service provided by our CableTV provider Apogee is called Stream2. This system allows students to access Live TV on their laptop, smartphone or streaming media player. This service also provides the ability to record 20 hours of programming via DVR functionality and “Trick Play” allowing students to pause, rewind or start over any show from the last 24 hours.

MyRU Portal Changes for RUC

MyRU now includes an RUC link to provide the RUC community with access to systems and services that are still being transitioned or are unique to RUC. This link is visible to all Radford users regardless of whether or not they are associated with RUC. These systems do not use single sign on and therefore will only be accessible to those RUC users with an account on the corresponding system.



Duo Two Factor Authentication Update and SmartPhone App

Maintaining a secure IT environment while balancing security, usability and access continues to be a primary goal for the Division of Information Technology. Since making Duo Two Factor Authentication a requirement in the fall of 2018, we have seen a reduction in the number of compromised passwords. Many users authenticate with Duo via the “Call Me” function and then press a button after they answer the phone. The “Call Me” function results in a small telephony expense with Duo for each phone call. Using the Duo SmartPhone app and the “Send Me a Push” option for authentication is both faster and less expensive, so we encourage users to use this option when possible. If you do not see the “Send Me a Push” option or need assistance in setting this up on your SmartPhone, please refer to the Duo knowledge base articles on IT OneStop www.radford.edu/itonestop or contact the Technology Assistance Center at 540-831-7500.



Technology Training

Academic Technologies offers a number of workshops each month for faculty and staff. If you would like to request a one-on-one, group or custom workshop, contact Academic Technologies at 540-831-7521 or acadcomp@radford.edu.

Meet the DoIT Staff: Matthew Gardner, Systems Administrator

How long have you been employed in the Division of Information Technology at Radford University?

4 months

Family: Wife, daughter and son (due in fall).

Hometown: Cleveland, TN

Education: Associates of Applied Science in Computer Network Systems from ITT Tech

Interests/Hobbies: Woodworking, camping/outdoors and playing music (guitar, bass, mandolin)

Favorite Vacation Destination: Camping in the mountains.

Favorite part of your job: Always having something new to learn and experience as projects are implemented.

