

May 2019 Division of Information Technology Newsletter

D2L Unavailable May 16 8 a.m. – 6 p.m.

Desire 2 Learn (D2L) will be unavailable on Thursday, May 16th from 8 a.m. – 6 p.m. During this time, D2L will transition the Radford instance from the D2L data center to an Amazon cloud hosted environment. This transition will have no impact on the user interface or data within the system.

DoIT System Maintenance May 13-17

From May 13-17, DoIT will be performing updates and patches to several campus systems. These updates are planned to minimize impact to the campus community, but there will be several brief outages between 5-7 a.m. each morning next week. Faculty and staff are encouraged to power off computers each evening to minimize the impact of changes. If you have a problem, please reboot your computer before contacting the Technology Assistance Center at 540-831-7500 or www.radford.edu/itonestop.

Electronic Engineering & Communication Services Relocated to Walker Hall

Electronic Engineering & Communication Services has been relocated from the Armstrong complex to Walker 198. This move will reduce the response time for level-2 classroom technical support and enhance collaboration among groups within DoIT.

Classroom Technology Support and Maintenance Checks

DoIT continues to work to enhance the functionality and reliability of classroom technology. Electronic Engineering is now using a program called “Fusion” to monitor the AV components in campus classrooms. This often provides the initial indication of a technology problem in classrooms. This allows technicians to attempt to solve the problem remotely or dispatch a technician as necessary.

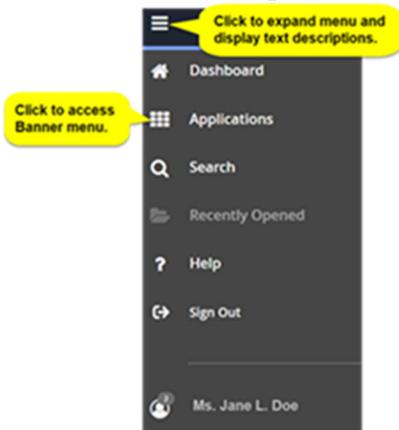
In August, Helpdesk staff and Electronic Engineering staff will conduct a physical classroom “review” of each space to test functionality and resolve any identified problems. Faculty are encouraged to report classroom issues to the Technology Assistance Center such that these can be resolved during this review.

Updates to Banner Application Navigator Layout

In May, Enterprise Systems will apply the latest release to Banner Application Navigator, the navigation interface for Banner Admin Pages. Most noticeable to users will be an updated layout of the Admin Pages landing screen and navigation tools. Functionality will remain the same.

Highlights of the update include:

- A redesigned vertical navigation bar will display on the left side of every page. The side bar includes the same options as previously displayed on the horizontal navigation bar at the top of each page. From the side bar, you can expand the main menu, return to the home page, search for and open pages, access Ellucian online help, sign out of Banner, and view user profile information.



- Personal links display on the menu. Users can add quick links to frequently-used Admin pages or web pages. The links will display in the Applications list under the Main Menu. If you previously set up personal links in INB, those will automatically transfer to Admin Pages.
- Custom text on the home page. The Welcome/Search box in the center of the landing page has been enlarged to allow for display of messages below the welcome text.

Our Turn Technology Workshops May 14-16

Our Turn provides faculty and staff an opportunity to participate in workshops and become a student for a week. DoIT will be offering a number of workshops scheduled May 14th—16th.

Desire 2 Learn (D2L)

- Using Respondus Software and Quizzing – 5/14 9 – 10 a.m.
- New Features and Updates – 5/14 10 – 11 a.m.
- Five Tools to Increase Instructor Presence and Engagement using D2L - 05/14 – 3-4 p.m.
- Discovering Learner Statistics & Making Them Work for You - 05/15 11 a.m. - Noon
- Quizzes, Feedback, Engagement – Oh My – 5/15 1 – 2 p.m.
- Decrease Plagiarism; Grade Faster; Discover How to set up Student Peer Review using Turnitin 5/15 1- 2 p.m.

Microsoft Office

- Excel Basics - 05/15 1:30 – 3:00 p.m.
- Using Word for Advanced Document Formatting – 5/16 9 – 10:30 a.m.
- Using PowerPoint's 2019 New Recording Feature – 5/16 1:30 – 2:30 p.m.

Video Conferencing

- Zoom: A Cloud Video Conferencing Tool for Everyone - 05/16 - 9 – 10 a.m.
- Zoom Rooms for Meetings – 5/16 – 10:30 - 11:30 a.m.

Adobe

- Stop Using Paper Forms – Get Started with Sharing PDF Fillable Forms using Adobe DC – 05/16 11 a.m. - Noon

iPad

- Navigate Your iPad Like A Pro - 05/16 1:30 - 2:30 p.m.

Visit the Radford University CITL registration site for a complete listing of training opportunities and events at <https://rucitl.com/registration>.

Identity Management and Password Changes

Between May 15 and May 20, DoIT will implement a new identity management system from Fischer International to provide significant improvements to the way Radford IT accounts and passwords are managed. During this time, all processes that provision and deprovision accounts will migrate to Fischer. The screens and processes used to claim/activate new accounts, change passwords, and reset expired or forgotten passwords will change during this time.

The most noticeable change will be the process to claim/activate an account. As new accounts are created, new users will receive a notification via their personal email account with instructions to claim/activate their account. The notification will contain their username and a 10-digit account claim code to use in the process. This new process enhances security and provides a more timely account notification for new users.

The current account creation and modification processes, and the processes to claim/activate an account, will be unavailable between May 16 and May 20 as we load the new system. Knowledgebase articles for the account processes and screens will be available in ITOneStop (www.radford.edu/onestop).

Project Management Best Practice: Project Kickoff Meetings

Get your projects off to a great start with a formal ‘Project Kickoff’ meeting. This initial meeting should be scheduled before project planning begins in earnest. This will help you establish clear expectations with your major stakeholders from the get-go. A typical agenda may include the following:

- Welcome/Introductions
- Business/Project Background
- Project Scope Overview
- Measures of Success
- Constraints/Dependencies
- Assumptions/Risks
- High Level Timeline
- Project Team Member Roles & Responsibilities
- Next Steps

A well-organized, informative project kickoff meeting can motivate your team and put you on the path to success. For a PowerPoint template to help you get started, go to www.radford.edu/onestop and search “Project Kickoff Meeting”. Click on the attachment at the bottom of the article.

Meet the DoIT Staff: Nishy Mathew

Title: Lead Reporting Analyst



Years with DoIT: I have been with Radford University for 5 years, but I have been with the Division of IT for just 3 months.

Family: I am blessed with a wonderful husband and 3 beautiful children.

Hometown: Blacksburg, VA

Education: I have a Masters in Software Systems from Bharathiar University, India and a Masters in Engineering Innovation & Entrepreneurship from Wright State University, Ohio

Interests/Hobbies: Listening to music, reading books and watching good movies.

Favorite vacation destination: Florida

Favorite part of your job: I love to solve problems and get very motivated when I get the expected results.