WASHBURN
UNIVERSITY

TECH NEWS
Information Technology Services

A Letter from the CIO

It is hard to believe another semester has ended and we are heading into summer. I hope you have had a great semester! We wanted to share with you a few things in what our last PDF version of our news will be items to share with the campus.

We are moving to a web-based constantly updated news site with a new intranet SharePoint site. For years, ITS would provide a newsletter that was sent out to the campus via paper and distributed to campus mailboxes. Eventually, we transitioned to sharing ITS news through email or PDF documents. Future updates following the June 2022 distribution will be handled through our SharePoint site. You can visit the SharePoint site by visiting https://www.washburn.edu/its/news which will redirect to the ITS intranet news site.

On the page, you can read the articles posted and also follow the site so that you receive notices of future posts. We have populated past news items to the site from the previous issue and you will find everything in this issue on the site too.

The intent is to share information throughout the year and have it to you in a timely manner so you can access it when it is available. We hope this new model will not only give us a timeline for past articles, but also provide a way for you to read about new initiatives as they are happening within Information Technology Services.

John Haverty, Chief Information Officer

Application Services Update

For the first time in quite a while, we will once again be hosting a Banner Community meeting. This is a great opportunity to join together with other Banner, Imaging, Argos, Degree Works, Recruit, etc. users for a time of shared learning and conversation. There will be a brief presentation and updates followed by your questions and dialogue together. Please join us on June 15 at 1:30 in Henderson 112. A zoom link will be provided later for those who cannot attend in person.

Are any of you still using Banner self-service 8 screens? Ellucian tells us that the few remaining Banner 8 screens will be replaced with Banner 9 versions by the end of 2022. It has been a long road, but we look forward to finally being done with Banner 8.

What are we busy doing?

       -Implementing Banner Financial Aid for Washburn Tech

       -Implementing Recruit for Graduate Admissions

       -Implementing a new transfer portal to enhance transfer Admissions

       -Implementing new improved integration between Banner and D2L

       -Developing a SharePoint based campus Intranet

       -Planning for a new platform to support MyWashburn

       -Over 100 paper forms replaced with Dynamic Forms and another 100 in progress

Web Editor Training Initiative

The web team has started a new training initiative for people who edit the website. About every month and a half Chad and Emily will meet with the web editors to go over best practices for search engine optimization (SEO), layout and design, and accessibility. Analytics, new features in the Cascade Content Management System and web initiatives will also be discussed.
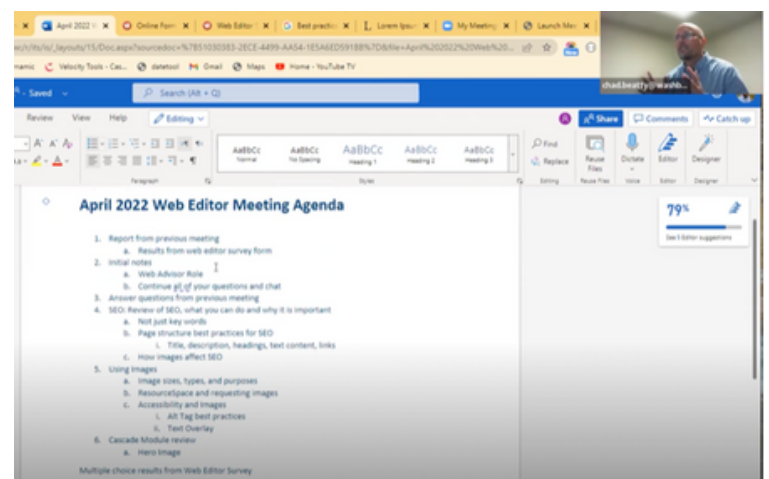
Technology Supply Chain

ITS, and the world in general, are continuing to see unprecedented delays in obtaining new technology. With continuing lockdowns in China preventing any manufacturing, along with existing shortages and demand, it is taking an extraordinary amount of time to fulfill orders. Even if full production is restored soon, Intel corporation is expecting the chip shortages will last through late 2024.

HP printers are currently taking 6-7 months to be produced and shipped, Lenovo computers are on an indefinite backorder at this time, and Apple is quoting anywhere from 9-24 weeks to fulfill iPad, Mac, and MacBook orders. Docking stations for both types of computers are also seriously constrained, and thus we are forced to ration requests for laptops with docks at this time. Items such as keyboards, pointing devices (mice, tablet, trackball), and webcams are doing much better and are currently in stock with most vendors.

What does this mean? Often, departments will use any remaining funds to buy additional technology in the May-June timeframe… due to these constraints we are advising departments to not expect to obtain computers, iPads, Surface Pro tablets, etc. and instead focus on academic items, or technology which is in stock such as accessories, etc. If you are curious whether an item can be fulfilled, please email support@washburn.edu and we will be glad to determine whether your desired item(s) will arrive by June 30th.

If you wish to go ahead and place a computer or tablet order, you should plan to allocate the required amount from your FY2023 computer equipment budget in case the order does not arrive. Again, please email support@washburn.edu with your request, and we'll use all our available resources to obtain equipment as quickly as possible.

New ITS Staff

Steve Cook started in May 2022 as our Network Admin I which is a position in Systems and Network Services. Steve will work under the direction of Tony Mark, Network Admin II, working on our network. Steve graduated in May 2022 from Washburn Tech after completing their Information Systems Technology program. We are excited to have Steve join the ITS team.

Student Spotlight

Bryn Aytes is one of the 2022 recipients of the Washburn University Student Worker of the Year Award for his work in Information Technology Services. He has served as the Video Surveillance Assistant in Instructional Services/Systems and Networking and as the Producer on the Washburn Sports Video Crew.

As the Video Surveillance Assistant, Bryn has helped to oversee the campus video surveillance system. Last year, when Bryn's supervisor resigned, Bryn was called on to oversee the day-to-day support of the video surveillance system. He served in this role for the following six months while the vacated position was restructured, and a new staff member was recruited. Once this occurred, Bryn assisted in the training of the new staff member and continued to work with them until his graduation in December 2021.

On the Sports Video Crew, Bryn has served in many roles. When he graduated, it was with two colleagues from the sports video crew. These three students constituted the crew's student leadership. Shortly before graduation, Bryn decided that he wanted to take an additional class during the Spring 2022 semester to further his education. He reached out and offered to assist with the crew if he was needed. This offer was accepted, and Bryn took responsibility for the production of all weekend basketball games.

Bryn has proven himself to be an asset to Information Technology Service and to Washburn University. Over the course of the past three years Bryn has exceeded all expectations and the university has been fortunate to have him. Since graduating, Bryn has accepted a position working for Yellow Logistics and we wish him the best in all of his future endeavors.

Bryn was preceded as a Washburn University Student Worker of the Year by John Paul (2018) who worked in the Web Services area of Information Technology Services, Josh Cannon (2020) who worked in the Production area of Information Technology Services, and Madison Dean (2021) who worked in the Production area of Information Technology Services.

Outstanding Service Award

Dale Rusche, ITS Production Coordinator received an outstanding service award this year. Dale inspires and motivates all that he works with to be thorough and efficient with all the tasks. He especially motivates and inspires our student workers to be the best at their job. Dale has for many years managed student workers in ITS-Instructional Services. He assists students in developing their skills, mentoring and training them. He has developed a progression of positions within our sports production crews that has allowed for exceptional student crew members to move into higher positions and further develop their leadership skills that will help them beyond graduation. Dale inspires others within the department to mentor other students to become the best they can be while working in ITS.

Dale developed a plan for the university to move to a new video streaming server, including a survey for the campus to allow very detailed input of their needs. He prepared materials for the Board of Regents in support of a sole source solution for the campus. He clearly knows the video streaming area well and is excellent support for the campus to help us further our expertise with using video

in our day-to-day work. Faculty and students have benefitted by his detailed support and have sent emails praising his support of students using the Dropbox feature of the current server to turn in video assignments and faculty in setting up that area for their delivery of course materials.

Dale Rusche is an exceptional employee that thrives on helping others perform more technical tasks and use video in their day-to-day work. He should be commended and recognized for his continuous support, mentoring, and leadership development of many students throughout the years at Washburn! Many previous student workers have benefitted by Dale's leadership development and applied it in jobs beyond graduation. With Dale's Instructional Design background, he is an excellent employee to assist faculty in obtaining the results with video they need for their courses. He excels on explaining more technical tasks to others. Congratulations on the award, Dale!

Use Outlook to Schedule Meetings

We all know that Outlook is easy to use for reading our email and sending messages. Outlook can also be used to schedule meetings or respond to someone that has sent you a meeting invite. We often hear that someone does not use Outlook for their calendars, instead using a paper calendar or some other method, but this should not deter us from using Outlook to schedule our meetings with one another and those external to Washburn.

Outlook is set by default to show you only when someone else is busy and not the details of their calendar. Thus, when you schedule a meeting with them you can see that they are busy at the time you selected, so you can use Outlook to adjust the time to find a day and time that will work for you both to meet.

If you use a paper calendar, or another service, for your calendar, I would encourage you to still use the Outlook calendar. When an event is scheduled with you through Outlook, a message is sent, you can refer to your calendar and recommend another time that would work or decline the calendar invite.

I wanted to share this information with you after a conversation I had with a faculty member a few weeks ago regarding the Outlook calendar. Their understanding was that everything on the Outlook calendar was readable by anyone else which is not correct. They had not been using Outlook calendar because they did not want others to see when they were going to other non-Washburn events. I will note that I have my calendar set so that anyone with a Washburn account can see my meetings unless I specifically set them as private.

This information is shared to attempt at convincing less use of WhenIsGood.com and other similar sites. We already have the tools and resources to check when is good for our meetings which works well for one-on-one meetings, a few people, or large groups for a meeting.

If you have questions regarding using Outlook for your calendar, please reach out to ITS User Services at 785-670-3000 or support@washburn.edu.

Check 2022 - Interactive Courses Grid for the Web

One of the topics ITS will be presenting on at the CHECK 2022 conference at WSU is 'Interactive courses grid for the web.'

The 'Courses Grid' project was a partnership with VPAA and has been a successful feature on the website over the last year for marketing Courses to prospective students. Chad from our Web Services team will present on the feature's evolution and will cover some problems that we ran into during development and the solutions we arrived at to overcome them.

Academic Degree Page Project Completion

Program degree pages on the website have a new look. Pages were updated with a design specially developed to appeal to and meet the needs of prospective students, including information about career outlooks, average salaries, degree pathways and whether the degree could be completed in person, online or a hybrid of the two. The design includes new modules for highlighting this information in a standard, but flexible layout across all colleges and schools. The project was a collaboration across the university, including the VPAA's office, ITS, Marketing and Strategic Communication, Washburn Tech and the College of Arts and Sciences Deans office and took almost two years to complete.

Get Washburn Events into your Outlook Calendar

In January 2021 ITS changed our University Calendar platform from a third-party solution to one created in-house in Cascade. This change allows for a number of advantages for maintaining and promoting events.

If you'd like to display Washburn Events in your Outlook you can do so by grabbing the iCal link from the calendar home page and adding it to your Outlook calendar as a 'subscription.'
Basic instructions for Outlook Web App:

- Visit calendar.washburn.edu

- Look for the 'Download as iCal' link in the right column

- Copy the link

- Open your Calendar in Outlook Web App (outlook.washburn.edu)

- Click 'Add Calendar' in left column

- Click 'Subscribe from Web' in window that appears

- Name your new Calendar and choose options

- When ready, click 'import'

- The University Calendar events should now display in your calendar

- Note : Updates to events will appear 6-24 hours after they are added to calendar.washburn.edu

- Paste iCal link, 'https://calendar.washburn.edu/index.ics'
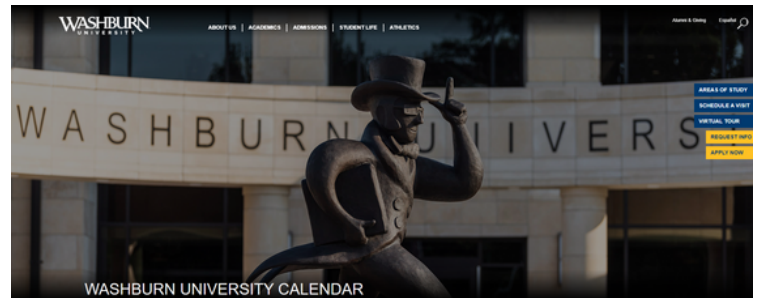
Duo is Required for On and Off-Campus Logins

This is a reminder that on May 23, 2022, those faculty/staff that had yet to enroll in Duo have been locked out of Office 365, unable to access their email and data until they enroll. If you already have a device enrolled in Duo, you can check your 2-factor devices at https://2factor.washburn.edu. Multifactor authentication through Duo will be required going forward for all Office 365 and Zoom logins, both on and off-campus.

Why are we doing this?

As we continue to further secure Washburn accounts, this will help ensure Duo enrollment for all faculty and staff to help prevent account compromise and abuse.

If you haven't enrolled in Duo yet, look in your inbox for the most recent Duo enrollment email from no-reply@duosecurity.com with a link to duosecurity.com embedded in the body:

For more info on how to enroll:
https://washburn.edu/its/files/enroll-in-duo.pdf

Duo hardware tokens are available free-of-charge for those without a smartphone to register with Duo.

Duo is Washburn's Multifactor Authentication (MFA) provider, which helps protect accounts from abuse and compromise by requiring a 2nd factor in addition to a username and password.

As always, if you have any questions or concerns, please email ITS User Services at support@washburn.edu or call 785-670-3000.
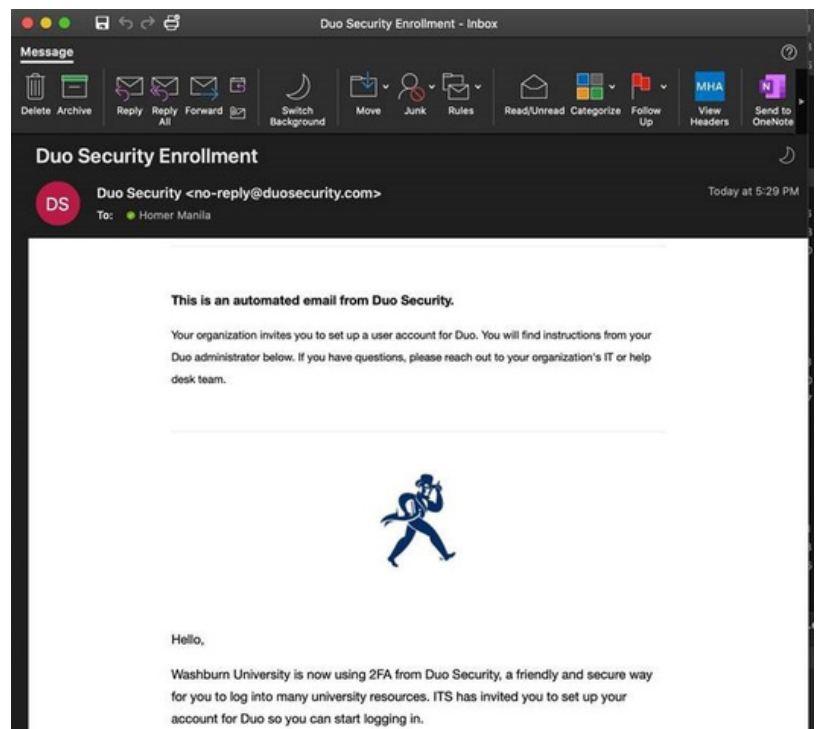
Security Awareness Training

Remember - All faculty and staff are required to complete online security awareness training every year. This year's requirements have been reduced to just one training module. Please look for an invite in your inbox from support@washburn.edu.

New Teams Request

Please note: Creation of new teams is currently restricted to ITS. If you need a new team, please complete this form: https://www.washburn.edu/msteams-request
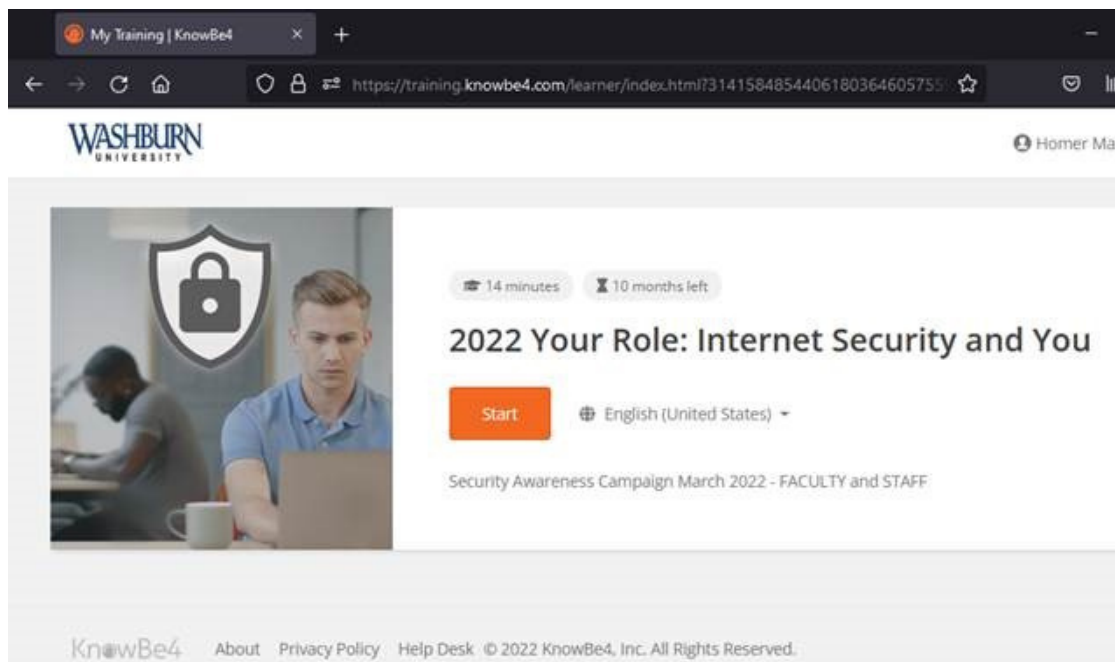

Disabling Basic/Legacy Authentication in Office 365

Over the next few months, ITS will be disabling basic authentication, also known as legacy authentication, for its Office 365 tenant. What this means is that 3rd party email clients (and others that tie into your Washburn Office 365 account) may need to be reconfigured. If you are using an Outlook client, whether on the web, desktop, or mobile, you shouldn't need to do anything, as you are already using modern authentication. More information will be disseminated to university members as accounts are targeted for migration.

New VPN Client Look

You may have noticed the VPN client looks different – not to worry, this is just the newest, up-to-date version sporting the same functionality. For more info on how to use the VPN: https://www.washburn.edu/its/internet-wifi-access/vpn.html (Only available for faculty/staff)
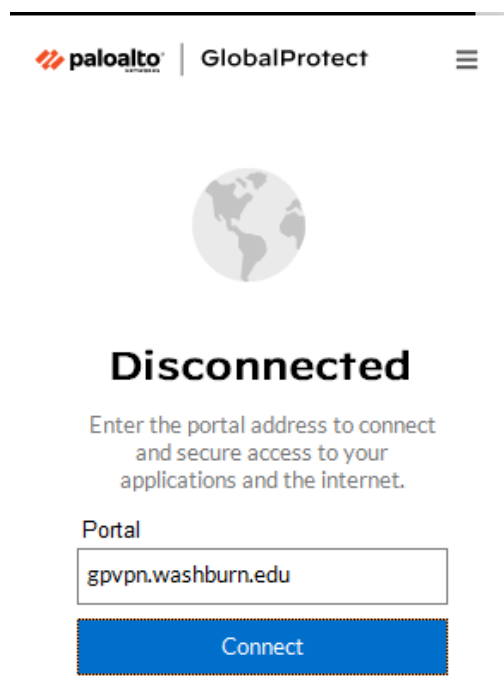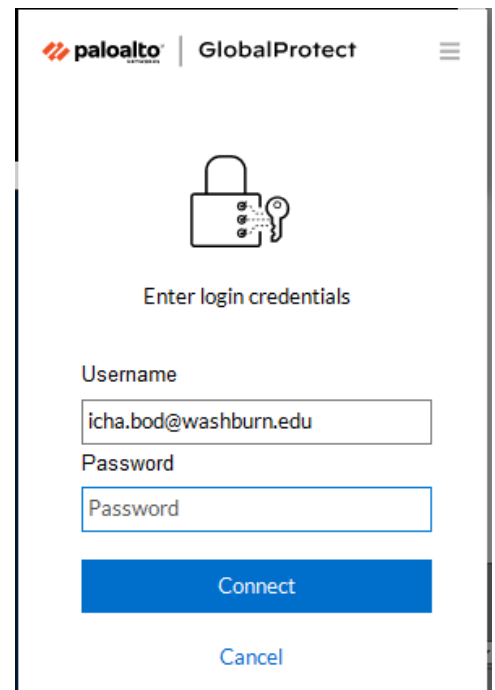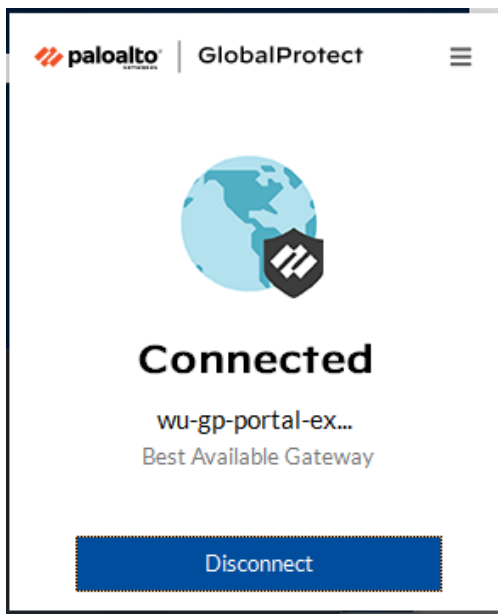
Phish Alert Button

Report Phishing Easily! Use the Report Phishing Button in Outlook to easily report all necessary information to ITS. For more information visit https://www.washburn.edu/its/software-training/_files/How-to-Report-a-Phishing-Email.pdf
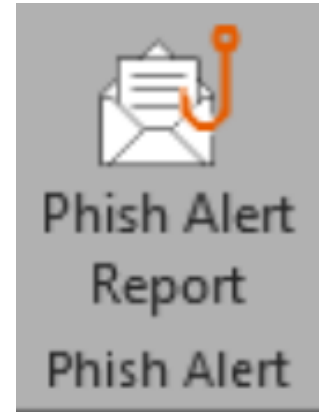
External Email Banner Notification

Just a reminder that one of the tools we can use to discern fraudulent emails is the external email banner notification, automatically prepended to the body of emails that come from a source outside the University. If someone claiming to be from Washburn is contacting you via email and you see the banner below, they may not be who they say they are.

CAUTION: External email. Do not click on links or attachments unless known safe.

Dynamic Forms Presentation - CHECK 2022

Blaine Smith (Application Manager, ITS Application Services) was a presenter at the 2022 Conference on Higher Education Computing in Kansas (CHECK) regarding Washburn University's successful implementation and ongoing utilization of Dynamic Forms. The session was well-attended given there has been an increased interest in electronic forms and digital signatures. Blaine shared how WU has converted many paper-driven processes to Dynamic Forms with conditional workflow and digital signatures. Many of these forms feature integrations with our Banner database to validate data and prefill/autofill field values. WU is also making use of the Dynamic Forms Exchange component which allows forms to be automatically downloaded and imported into Washburn's Imaging environment. (ApplicationXtender)

Perhaps best of all, Dynamic Forms empowers departmental users to design their own forms and manage form submissions. As of May 1st, Washburn had 96 different forms in production totaling 8,752 submissions processed through Dynamic Forms. If your department has a form or process you would like created in Dynamic Forms, please contact blaine.smith@washburn.edu.

Washburn Collaborates with CHECK Schools on Security Presentation

Washburn's Director of Information Security, Homer Manila, participated on a discussion panel/presentation at this year's CHECK (Conference on Higher Education Computing in Kansas) with counterparts from five other CHECK schools: Kansas State, Emporia State, Fort Hays State, KU Med Center, and Pittsburg State. The presentation was called, "The MFA Journey of Five Universities"(So named before a last-minute addition).

Multifactor Authentication (MFA) is a complex, but necessary solution in hardening and securing university accounts. This collaboration presented many opportunities for the participants to learn from each other's mistakes and challenges overcome, and to establish long-term supportive, professional relationships

ITS SysAdmin Presents on VDI at CHECK Conference

Our very own Senior VMWare and Systems Administrator, Mohammad Salimi, presented solo on Washburn's design, deployment, and maintenance of its Virtual Desktop Infrastructure (VDI) at this year's CHECK (Conference on Higher Education Computing in Kansas). His presentation was titled, "Virtual Desktops: How VDI Made Its Way Back During the Pandemic." Mohammad highlighted VDI's benefits while warning of its caveats, and took conference participants on Washburn's journey before, during, and beyond the pandemic.

Thank you to all those who contributed to this issues Newsletter!

Chad Beatty
Erik Crouch
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John Haverty
Anna Kern
Homer Manila
Dale Rusche
Blaine Smith
Bob Stoller
Brenda White