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CTO Updates

Office of Information Technology

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CTO Updates - April 2015

Office of Information Technology

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CTO Updates April 2015

I hope everyone had a great finals week and is now ready for some fun, sun and summer I classes! Below you will find information about a few technology related changes and events that are taking place on campus. If you have any questions or comments, I would love to hear from you. I can be reached at tom.wolf@wmich.edu or (269) 387-3838. Go WMU! Go Broncos!

Bronco NetID security improved: To provide students, faculty and staff with a more secure environment, the password reset via challenge phrase process has been enhanced to include both answering the challenge phrase as well as requiring you to enter your WIN (Western identification number). This number is found on the back of your Bronco Card.

NextGen Email Project: Western Michigan University's email service provider recently announced plans to discontinue offering email as a service. As a result of this announcement, WMU has begun to evaluate alternative email solutions. We are calling this the NextGen Email Project. Students, faculty and staff are encouraged to take a survey to provide feedback on the current email system, Webmail Plus, and help determine the needs for future University email services. The survey will take five to ten minutes to complete. [More information and take the survey](#). If you are interested in participating in this project, please contact tom.wolf@wmich.edu or ed.kluk@wmich.edu

Office of Information Technology summer hours: Many of IT's facilities move to summer hours once the summer I session begins. If you are planning on using our facilities, such as the computer labs, Help Desk, Faculty Technology Center, or Scanning Services, please plan ahead and assure they will be open. Most will be open 8 a.m. to 5 p.m. Monday through Friday and closed on Saturday and Sunday. Phone support for the Help Desk is available 24/7 at (269) 387-4357. [See the IT website for more information](#).



Student Supervisor of the Year: I am very pleased to announce that Tyler Payne, in our Help Desk, was recently named the 2015 Student Supervisor of the year for the State of Michigan by the Midwest Association of Student Employment Administrators. The recognition letter reads "You were considered based on your outstanding contributions to your institution, through mentoring, professionalism, and leadership that you demonstrate." If you are in the University Computing Center, stop by the second floor and congratulate Tyler in person!