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CTO Updates - 12/2016

Western Michigan University

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December 2016

The fall semester closed on a positive note with many of you venturing down to Texas to attend the Cotton Bowl. And speaking of the Cotton Bowl, WOW, what a great turn out by the Bronco faithful and what a great game! As spring semester gets underway, let us all continue to "Row the Boat" by showing our Bronco Pride in everything we do! With that in mind, here are some important December IT updates that I would like to share with you. Please keep in mind that we are constantly looking for ways to help improve YOUR technology experience at Western Michigan University so don't hesitate to reach out if you have any technology related ideas or issues. I look forward to hearing from you at tom.wolf@wmich.edu or (269) 387-3838. Go WMU! RTB!

Techsmith Relay is going away: In 2017 WMU's long standing lecture capture solution, Techsmith Relay, will be replaced by MyMediaSite Desktop Recorder. Techsmith Relay will work through June 1 and all existing content will be preserved. All students, faculty and staff using Techsmith Relay should be preparing to move to the new product. IT's educational technology services group is hosting an initial group of workshops in January. Additional workshops will be scheduled, an Elearning course will be offered and one-on-one sessions may also be scheduled. If you are attending a workshop, it is highly recommended you bring your computer with you. [Review the workshop schedule and register for a course.](#)



The screenshot shows the Western Michigan University Elearning interface. At the top left is the WMU logo with the text "WESTERN MICHIGAN UNIVERSITY" and "Elearning". To the right is a link "Show All News Items". Below this are two course categories: "My Courses" and "No Term". Under "My Courses", there is a sub-category "Ongoing" with a dropdown arrow, and a course listing "IT Security Education for WMU Students - 95000.Ongoing". Under "No Term", there is a sub-category "Security Education for WMU Student Employees - 95001.Ongoing".

IT security education for WMU students: If you are a student at WMU we are requesting that you take the online IT security education course that we prepared. It is found under "My Courses" in Elearning. There are two courses, one that **all** WMU students should take and a second that students who are employed by the University should take in addition to the first course. These courses are free, take only a few minutes to complete and will make students aware of how to stay safe online and protect both your computer and WMU's network. Student employees who complete the course may print out their after-completion certificate and present

to their supervisor as proof of having completed the course. Please contact nancy.kroes@wmich.edu if you have any questions regarding this course.

Email limits in W-Exchange: There are a lot of things that improved when Western Michigan University migrated from Webmail Plus to W-Exchange. One area of improvement was with respect to email account limits. All email limits have expanded with most expanding substantially. For example, mailbox size has gone from 15 GB in Webmail Plus to 50 GB in W-Exchange. [See the list of W-Exchange limits.](#)

SMTP server migration: Those using smtp.wmich.edu must reconfigure your email client to use the outlook.office365.com server. The web version of W-Exchange and any email clients set up with Exchange do not require any changes. If you are unsure if you are using it or not, please contact the Technology Help Desk at (269) 387-4357, option 1. [Thunderbird users should reconfigure their account.](#) For Outlook and Mac Mail, we recommend using the [Exchange setup instructions.](#)

Google Apps for Education: Western Michigan University is a Google Apps for Education school. You can find out how to login, what apps are available and how to use them at our [Google Apps website.](#)

PRTG: How many of you have a need to monitor your technology solutions? Did you know that OIT owns a campus site license for a feature-rich technology monitoring tool called PRTG? If you are a WMU employee and would like to know more about how PRTG works and whether or not it can help you meet your technology monitoring needs, please contact our production control unit at (269) 387-3823.

Remind.com: Remind.com is a texting solution that was initially brought to the WMU campus by the College of Engineering and Applied Sciences faculty. This flexible texting solution is used extensively throughout all levels of education and is designed specifically for education-related classes, groups and clubs. Our faculty technology center understands how remind.com works and would be happy to help you incorporate this solution into your learning environment. To find out more, [contact them at \(269\) 387-6958.](#)

Research support: Do you have technology needs that align with WMU's strategic mission of Discovery? Research support is one of the core goals found in Western Michigan University's Gold Standard 2020 strategic plan. In support of Discovery the Office of Information Technology would like to partner with you as you apply cutting edge technologies to your research efforts. If you are part of WMU's diverse research community and would like to investigate the many research related service IT can provide, please call (269) 387-4086.

24/7 Help Desk: Were you aware that our Technology Help Desk provides 24/7 phone service? During "[normal hours](#)" our staff is available via walk-in and phone service. Outside of normal hours phone support is still available. This service is known as the After Hours Help Desk and is primarily focused on serving the needs of WMU's online Elearning community.

Faculty One Stop: In partnership with the Office of Faculty Development, we developed an online ["one-stop shop" teaching and learning resources website](#) designed to help faculty quickly navigate WMU's online teaching resources.



Imtiaz retires: In mid-December we hosted a retirement party for long time IT employee Imtiaz Chaudhary. Imtiaz started working for WMU in 1988 and will best be remembered for being one of the primary database administrators responsible for implementing and supporting what has since become WMU's oldest and most reliable software system, PeopleSoft. Imtiaz's contagious smile, positive attitude and exceptional worth ethic will be greatly missed.



Did you know? Starting in 2017, when you login to W-Exchange by way of clicking the W-Exchange icon in GoWMU, you will no longer be required to sign in a second time. Clicking the icon will take you directly to W-Exchange. Thank you IT portal team for adding this improvement to GoWMU.