

Information Resources & Technology



July 2018 Newsletter

Latest News

Blackboard Course Availability

With the start of the fall 2018 semester quickly approaching, we want to remind all Glassboro instructors of when courses will be made available in Blackboard.

All courses will be automatically placed in Blackboard on Sunday, August 5. If you want to access your course before then, submit a request using the Blackboard Early Course Access Request Form.

Visit go.rowan.edu/blackboardcourses for more information.

Watch Blackboard Quick-Tip Videos



Get help using Blackboard with our catalog of quick-tip videos at go.rowan.edu/blackboardtips.

You also have the option to request a crosslist of courses, which will combine multiple sections of a course into one Blackboard course. This allows for posting of materials once for all enrolled students to see, rather than posting to each course site.

Until August 5, you may request a crosslist through Self-Service Banner. Requests made after that date should be submitted via the Blackboard Course Crosslist Request form. Questions? Email blackboard@rowan.edu.

Tip of the Month

Beware of New Email Extortion Scam



Watch out for a new scam targeting users in New Jersey and across the country with the aim of cheating victims out of thousands of dollars. Recipients of this email scam are told that their computer has been compromised and their webcam has been used to record them while visiting adult content websites.

If the recipient doesn't make a hefty ransom payment within a set timeframe, the email threatens that the alleged webcam recording will be sent to all of the recipient's contacts.

The email also includes a password previously used by the recipient in an attempt to convince the recipient the threat is real. Experts say the password was likely exposed during a previous data breach, not as a result of compromising the recipient's current account.

Among the tips the FBI provides to avoid becoming a victim of scams like this include: do not open attachments from people you do not know and turn off your electronic devices and web cameras when you are not using them.

Questions? Contact us at support@rowan.edu.

Get Familiar With Rowan Resources

Rowan University offers a wide range of digital resources to help students and employees effectively collaborate and communicate with one another. Some of our most popular services are featured below. More information is available on our website at rowan.edu/go/students and at rowan.edu/go/employees.



Office 365

Students and employees may download the entire Office suite, including Word, PowerPoint and Excel, for free on up to five personal devices. You may also access the applications through an online portal.

Visit rowan.edu/go/office to learn more.



Google Drive

Every member of Rowan University is provided with unlimited storage on Google Drive, a powerful tool for collaboration among classmates and colleagues that can be accessed on any device.

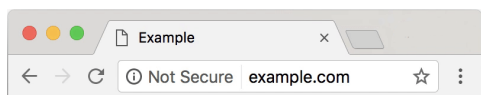
Visit rowan.edu/go/google to learn more.

Lynda.com



Lynda.com is an online training library with more than 6,000 courses in business, technology and creative skills taught by experts. Start using Lynda.com today; it's free for students, faculty and staff. Visit rowan.edu/lynda to get started.

“Not Secure” Warning in Chrome



Google Chrome took a major step toward alerting users of potentially risky connections in July, when it started labeling all HTTP websites as “Not secure.”

HTTP websites are not protected with encryption, and data shared on those websites could be intercepted by third parties.

The warning appears next to the URL in the address bar in the latest version of Chrome. To help stay safe online, look for websites that start with HTTPS. Those websites, which use encryption, are labeled as “Secure” next to a green lock icon in Chrome.

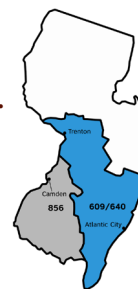
New Area Code for South Jersey

A new area code is coming to South Jersey. The new 640 area code will be added to the region currently served by the 609 area code.

While this change will not affect dialing procedures for calls made from a Rowan University number, students and employees may need to make changes to the way they make calls from home.

As of August 18, seven-digit dialing will no longer work for calls between the 856 and 609 area codes. You will have to dial 1 + area code + 7-digit telephone number to complete calls between those area codes.

Please update any 7-digit phone numbers you have stored in your mobile device to include the area code, as well as any text or email services or call forwarding services.



Sharing Our Analytics Expertise

We are currently working with SOWELA Technical Community College to assist them with Recruitment, Admissions and Retention models.

After attending a presentation delivered by Senior Data & Business Intelligence Analyst Bharathwaj Vijayakumar at the Rapid Insight Veera Conference, SOWELA representatives sought out Vijay's expertise and help in developing custom applications for their operations.

Working through Rowan's legal counsel, SOWELA contracted with Analytics, Systems & Applications.

Vijay is now leading the development of admissions and enrollment dashboards, a predictive model for attrition and providing training on using the tools.

This opportunity not only brings recognition of Rowan University as experts; it also resulted in revenue.

Upcoming Training Sessions

Our training team has a packed schedule this August. Sign up now for one of our upcoming classes in Blackboard, Banner, Google Docs, Poll Everywhere and more.

Please note that we launched a new class registration system in July through Rowan Online Marketplace. To view upcoming classes and register for a session, visit marketplace.rowanonline.com/irt.

For help navigating the new system, visit go.rowan.edu/trainingreg.

Questions? Please email irt-training@rowan.edu. Visit rowan.edu/irt-training for additional training resources, including quick-start guides and manuals.

Screen Lock Settings

All Rowan Workstations to Lock After 15 Minutes



We are updating the settings on all Rowan University Windows workstations this summer so screens automatically lock after 15 minutes of inactivity. This setting has already been applied to all Mac workstations.

Once a screen is locked, employees will need to log in with their Rowan Network username and password to resume using the computer again. Your work will not be lost when a screen is locked.

We're taking this step in order to provide additional protection of University data and resources.

While this update will automatically lock down your computer after 15 minutes of inactivity, we strongly recommend you manually lock down your workstation every time you step away from your computer, even if you only expect to be gone for a few minutes.

You can easily do so by using the following keyboard shortcuts:

- **Mac:** Control + Shift + Power
- **Windows:** Start + L

If you leave your workstation unattended and unlocked, you run the risk of someone using your workstation for an unauthorized activity and being held responsible for that action. Help protect yourself and the University by locking down your workstation every time you leave your desk.

We understand some employees may require an exception to this setting due to the nature of their work.

If you believe you are one of those employees, please email iso@rowan.edu and we will evaluate your request.

Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu with any other questions.

IRT Policy Spotlight

Cellular Device Policy

Rowan University's Cellular Device Policy includes guidelines for cellular devices provided to employees, as well as reimbursement for the use of personal cellular devices for work-related matters.

Simple convenience is not a criterion for a cellular device or cellular device reimbursement. The appropriate area Vice President may authorize a cellular device or cellular device reimbursement. University-provided cellular devices are eligible for replacement every two years.

Please note that reimbursements are paid on the portion of the cellular bill attributable directly to the employee only.

Supervisors should use the reimbursement price tiers outlined in the policy to determine the appropriate dollar amount for reimbursement.

To review the entire Cellular Device Policy and other IRT policies, visit go.rowan.edu/irtpolicies.

Security Threats



In June, we detected and blocked 37 virus attacks and 54,000 emails with malicious URLs sent to our network.

Universities are prime targets for cyberattacks due to the amount of personal data and sensitive research material stored on their networks.

Please immediately contact the Technology Support Center if you think you have clicked on a malicious link or attachment in an email. Acting quickly will minimize the risk to the University.

Request Support Help

Visit our support portal to request help and search our knowledge base for answers to common questions.

Double-click on the support icon shown below from a Rowan-managed computer, or go to support.rowan.edu.



You may also call, email or visit us in Memorial Hall for help.

Phone: 856-256-4400

Email: support@rowan.edu

Walk-In Help Available in Glassboro:

Monday - Friday: 9 a.m. to 5 p.m.

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