

# Information Resources & Technology

October 2017 Newsletter

## Latest News

### New Training & Instructional Support Department

In order to realign our resources to more effectively provide training to members of the Rowan University community and manage access to major applications like Blackboard and Qualtrics, we established a new department called Training & Instructional Support.

This department oversees the following services:

- Training
- Blackboard management
- Qualtrics management
- Kaltura
- Media

For more information about connecting with these services, visit the Training & Instructional Support page on our website.

### Fall Census Data

The Fall 10th Day Census for this year has been finalized, and the report is now available in Cognos and Tableau.

The report shows continued growth in student enrollment at the University.

## Tip of the Month

### Stay Secure While Shopping Online



For many Rowan University students and employees, the holiday shopping season will soon be in full swing, and you may decide to shop online from home rather than take a trip to the local mall.

But before you whip out your credit card, review these tips from information security experts to help you get your shopping done without exposing your personal or financial information.

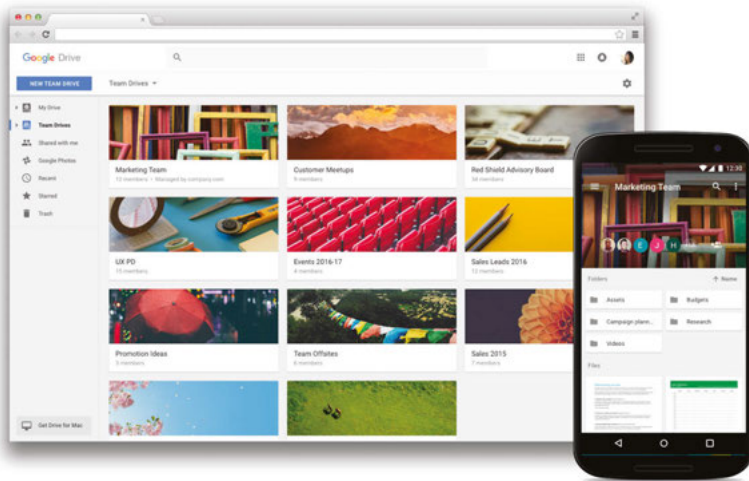
- **Protect your computer:** Always install the latest updates and run up-to-date anti-virus software to help protect your computer from cyber criminals.
- **Shop secure, familiar websites:** Before entering your credit card information, make sure your connection to a website is secure. Look for URLs that start with https, not just http. When possible, purchase from websites that you know, trust and have done business with previously.
- **Keep tabs on your financial statements:** Regularly review your credit card statements to identify suspicious charges, especially after you used your cards to make many online purchases or used a new site.

# New Google Drive Features

Rowan University students and employees now have access to two new features from Google Drive: Team Drives and Drive File Stream.

You can create shared files that belong to a group, rather than just one individual, using Team Drives. Drive File Stream is a new desktop application that provides easy access to all of your Google Drive files, directly from your computer.

This new application is replacing the Google Drive client for Mac/PC.



## Team Drives

With Team Drives, content ownership and sharing are managed at the team level, which ensures important data and documents are easily accessible at all times despite the status of a particular team member. Files stored in a Team Drive will remain where they are, even if the team member who created the files leaves Rowan University.

This new feature also allows you to tailor permissions based on who you'd like to edit, comment, delete or re-organize certain files. For help using this new feature, visit the G Suite Learning Center page on Team Drives at [bit.ly/rowanteam](http://bit.ly/rowanteam).

## Drive File Stream

The new Drive File Stream application quickly streams files directly from the cloud to your computer, eliminating time-consuming file syncing and concerns about hard drive space. We encourage you to start using Drive File Stream or upgrade if you have the old Google Drive client for Mac/PC on your computer.

The Google Drive client for Mac/PC will no longer be supported starting on Dec. 11, 2017, and the client will shut down completely on March 12, 2018.

Please note that you won't be able to edit Team Drive files when they're opened in Drive File Stream; you'll only be able to view them. To edit these files, you'll need to open them in Drive on the web.

Please review our Knowledge Base article on Drive File Stream at [bit.ly/rowanfilestream](http://bit.ly/rowanfilestream) for more information about using this new application.



# IRT Policy Spotlight

## Email Auto-Forwarding

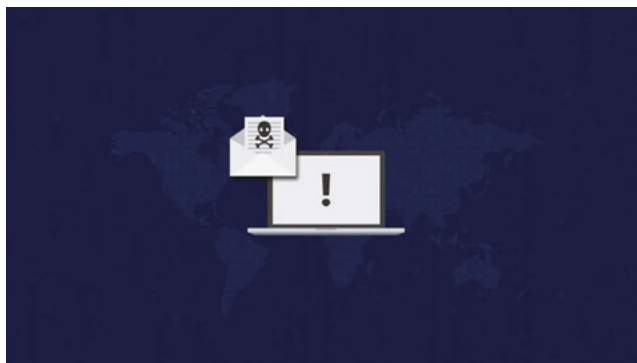
Are you automatically redirecting messages sent to your Rowan University email account to another email account? You may be in violation of the University's Acceptable Use Policy.

That policy states:

- Full-time faculty and staff are not permitted to automatically forward or redirect messages from their primary email address to a non-Rowan email address.
- Faculty, staff and students with the School of Osteopathic Medicine are not permitted to forward or redirect messages from their primary Rowan email address to a non-Rowan email address.
- Alumni and retired faculty may use email auto-forwarding if they hold no other position at the University, including as a volunteer.

To review the entire Acceptable Use Policy, visit [irt.rowan.edu/display/POLICY/Acceptable+Use+Policy](http://irt.rowan.edu/display/POLICY/Acceptable+Use+Policy).

## Security Threats



In September, we detected and blocked 147 virus attacks and 33,700 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. Acting quickly will minimize the risk to the University's network.

## Need computer help?

Visit our new 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](http://support.rowan.edu)**.



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

**Phone:** 856-256-4400

**Email:** [support@rowan.edu](mailto:support@rowan.edu)

**Walk-In Help Available:**

Monday - Thursday: 9 a.m. to 7 p.m.

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

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