Information Resources & Technology

Latest News

Windows 10 Upgrade

We have started installing Windows 10 on new University-owned computers and older machines that need updating.

This change only applies to computers provided to employees in Glassboro. Faculty and staff in Glassboro who bring a University-owned computer in for repair may be told the machine will be returned to them with the Windows 10 operating system and Office 2016.

Please let a technician know if this change may interfere with software you need to fulfill your job responsibilities.

New Support Portal

Getting help, reporting a technical problem and requesting service is now easier than ever with our new support portal. The portal puts knowledge at your fingertips and makes creating a support ticket simple.

We will continue to add more services and self-help knowledge articles to the portal throughout the coming year.

Access the portal at support.rowan.edu.

Tip of the Month

How to Create a Strong Password

Developing a strong and secure password is one of the best ways to safeguard your personal information from cybercriminals, but remembering complicated passwords for multiple accounts can be a challenge. Overcome that obstacle by trying this technique:

First, make up a sentence you can easily remember, such as:

- I have two kids: Jack and Jill.
- I like to eat Ben & Jerry's ice cream.

Now, take the first letter of every word in the sentence and include the punctuation. Use numerals for more variety. The above sentences would become:

- Ih2k:JaJ.
- IlteB&J'ic.

Please don't use one of the sentences above to generate your password. For more tips on creating passwords, visit our "Change Your Password" page at bit.ly/IRTpassword.

Students Targeted by Scams

Recent Phishing Attacks Include Bogus Job Offers

Several recent phishing attacks have targeted Rowan University students. These scams included emails claiming to offer students jobs with Bertram Books and Bizfilings. The emails asked for personal information, including students' addresses and dates of birth. Some victims of these scams were sent a check and instructions that, if followed, resulted in the loss of funds from their checking accounts.

Please remember, if you receive an email asking for any personal information, make sure you are confident of its legitimacy before following links contained in it or responding in any way.

Another recent scam that targeted Gmail users, including Rowan student Gmail accounts, posed as a Google Docs request from a trusted contact. If clicked, recipients were asked to give this bogus Google Docs app permission to manage their real Google account, giving scammers access to their email and more.

If you receive a suspicious message, don't reply, don't click any links, don't open any attachments and don't respond. But please forward suspicious messages to support@rowan.edu so we can investigate.

For more tips, visit our "Protect Yourself Against Phishing Scams" page at bit.ly/IRTphishing.

Project Updates

Phone System Upgrade

We completed the implementation phase of the phone system upgrade in Glassboro on May 18, when the upgrade rolled out to Bunce, Linden and Savitz halls.

Everyone on campus should now be following the new dialing procedures, which include placing internal calls using five-digit extensions. Four-digit extensions no longer work for internal dialing.

Questions? Visit bit.ly/irtphone for more details.

Glassboro Public Schools

We have partnered with Glassboro Public Schools to help the school system review and analyze its current network infrastructure and operations.

Several departments within IRT will be providing consulting services as part of this project.

We will be making recommendations to increase network performance and reliability, assessing current staffing levels and evaluating Glassboro Public Schools' work order system.

IRT Project Page

Keep up with all of our latest initiatives on our new project page at bit.ly/irtprojects.

ATW 2017

In partnership with the Faculty Center for Excellence in Teaching and Learning, we hosted a free conference for staff and faculty in May that explored innovative ways to use technology inside and outside the classroom.

Academic Technology Week 2017 included sessions on Blackboard, Digital Storytelling, Google Applications, Qualtrics, Virtual Reality and more.

Thank you to all who participated. We look forward to working with you at Academic Technology Week 2018.

Congrats!

Kudos to #Rowan17

Congratulations to the more than 3,800 new Rowan University graduates who received their diplomas in May.

Among the thousands of graduates were several IRT staff members:

Lew Branin: Master of Engineering Management

Joseph Ferrarie: Master of Engineering Management

Joseph Radino: Master of Engineering Management

Arafat Qureshi: M.S. in Computer Science

How Can We Help You?

Training Opportunities

Did you miss our classes on budgeting and receiving in Banner at the Finance Conference we co-sponsored in May? Don't worry. Our Training Services team offers training opportunities all year long.

One-on-one training sessions are now available on Mondays and Fridays. You may attend these sessions in-person in Bunce Hall or remotely via WebEx or Bomgar. Email irt-training@rowan.edu for more details.

The summer 2017 training class schedule is available at rowan.gosignmeup.com and you can always find training materials, videos and other resources at rowan.edu/irt-training.

Requests or Questions

We are committed to meeting the information and technology needs of the University, whether that involves fulfilling a data request or implementing new classroom technology.

Please do not hesitate to reach out to us with requests, questions or suggestions. We are here to help every member of the University.

Our team recently assisted a staff member by automatically generating a daily report using Cognos. The new process is saving the employee two hours of manual work every day.

How can we help you? Email us at irt@rowan.edu.

IRT Policy Spotlight

Acceptable Use Policy

Students, staff and faculty are expected to access and use the University's electronic information and information systems in a manner that does not compromise the confidentiality, integrity or availability of those assets, reflects the University's standards and in accordance with all applicable federal, state and local laws.

As established in the University's Acceptable Use Policy, the following actions are among those that are prohibited:

- Attempting to uninstall, bypass or disable security settings or software protecting the University's electronic information, information systems or computer hardware.
- Distributing information classified as confidential or private without authorization.
- Sharing passwords with other individuals or institutions (regardless if they are affiliated with Rowan or not) or otherwise leaving passwords unprotected.

For more information, visit our "Policies and Procedures" page at bit.ly/IRTpolicy.

Security Threats

For the month of April, we detected and blocked 168 virus attacks and 24,000 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. Acting quickly will minimize the risk to the University's network.

Need computer help?

Contact the Technology Support Center.

Phone: 856-256-4400
Email: support@rowan.edu
Online: support.rowan.edu

Or visit the Technology Assistance Center for in-person help. Follow the foot steps to Memorial Hall.

Summer Hours:
Monday - Friday from 9 a.m. to 5 p.m.

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