

Information Resources & Technology



May 2018 Newsletter

Latest News

New IRT Website

Have you visited the new IRT website yet? Check it out now at irt.rowan.edu.

In May, we launched a revamped version of our website that features streamlined navigation menus and offers an improved mobile experience.

The new website was designed to help students, faculty and staff more quickly connect to the services we manage for Rowan University.

How-to articles, troubleshooting tips and other information that will help you use those services may now be found in our Knowledge Base at support.rowan.edu.

Need help? Visit our Support Portal.



Make a request, report a problem or search our Knowledge Base for answers to common questions at support.rowan.edu.

We have hundreds of articles in the Knowledge Base already, and we're adding more every day.

As always, we're open to suggestions that may improve your experience on our website and other services.

Please email support@rowan.edu with any feedback you want to share.

Tip of the Month

Take Ownership of Your Online Privacy



If you use social media or any other online service, you have likely received several emails in recent months alerting you to privacy policy changes. Those changes were made to comply with Europe's new data protection regulations, which went into effect in May.

While experts say those regulations, known by the acronym GDPR, mark a new era of data privacy – there are still actions you can take to limit how your personal information is used.

Start by managing your privacy settings on devices and online services, including e-commerce websites, social networks, email clients, search engines and more.

The National Cyber Security Alliance has compiled a list of links that will help you update your privacy settings on dozens of popular websites, devices and services, including Facebook, Spotify, Google Chrome and Amazon.

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

Sharpen Your Skills This Summer

The days between Memorial Day and Labor Day can be filled with more than sunshine, sand and barbecue. With the help of our training staff and training resources, you can easily sharpen your skills this summer as well.



Register for Training

Our Training & Instructional Support team is offering many opportunities to help you learn something new this summer.

Group classes in Banner, Blackboard, Google Docs and more are on the schedule in June and July, as well as opportunities for one-on-one training.

Visit rowan.edu/irt-training to learn how to register for a class. There, you'll also find links to other training resources, including videos, quick reference guides and training manuals for University applications.



lynda.com

Learn on Your Own

Master a new programming language or learn how to edit video with Lynda.com.

Lynda.com's online training library contains thousands of courses in business, technology and creative skills taught by industry experts.

Take a course from your home computer, or learn on the go with Lynda.com's mobile applications, which are available for iOS and Android devices.

Visit rowan.edu/lynda to get started.

Farewell, Bugzilla!

The Bugzilla issue tracking system is no longer in use at Rowan University.

As of May 25, any requests for services provided by Analytics, Systems & Applications (ASA) may be made through our Support Portal at support.rowan.edu.

Services provided by ASA will be available in the portal's Service Catalog, including:

- Report requests
- Dashboard requests
- Professional services requests (ASA project initiation)
- General data inquiries

Questions? Contact support@rowan.edu.

Blackboard Course Removal Changes

Starting this summer, Blackboard courses for Glassboro that are more than two years old will be removed from the system.

This process will allow Blackboard administrators to more effectively manage the speed and performance of Blackboard and contain increasing storage costs. As of July 2, courses that are more than two years old will be permanently removed from the Blackboard system.

More details about this upcoming change, including information about how you can back up a course, are available at go.rowan.edu/blackboardchanges.

We will also be announcing training opportunities in the near future if you want additional help.

Please email blackboard@rowan.edu with any questions.

IRT Policy Spotlight

Electronic Media Disposal Policy

Planning to get rid of an old hard drive? Make sure you are following the University's standards for disposing of electronic media.

Members of the Rowan community who access and use the University's electronic information systems must adhere to certain rules to protect sensitive data before throwing away storage devices, like hard drives.

Before disposal, operable hard drives must be overwritten. That process replaces previously stored data with a random pattern of meaningless information, protecting the information by effectively rendering the data unrecoverable.

Different rules apply if you are giving a hard drive to someone in your department or sending a hard drive out for repair.

To review the entire Electronic Media Disposal Policy and other IRT policies, visit go.rowan.edu/irtpolicies.

Security Threats



In April, we detected and blocked 33 virus attacks and 84,100 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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