



Information Technology News

December 2023

Did you know?

Campus Residence Halls Security Camera Project

IT/Enterprise Network and Systems Services (ENSS) and the Physical Plant Operations electric department have been working together to install security cameras in the Residence Halls. This is to enhance the security and safety of the resident students. Century, Hillside, and Skyline already have full security surveillance coverage. High Mountain East and West will have complete camera coverage by the end of December 2023. Our goal is to achieve 100% camera coverage of all residence hall common areas to provide the campus community with additional comfort and safety in those areas.

Campus Wi-Fi Modernization Projects

William Paterson University has been awarded \$2.3M of grant funds through a successful grant application submitted by IT/Enterprise Network and Systems Services (ENSS) to modernize one third of our Wi-Fi campus infrastructure that is lacking feature such as dynamic signal range, enhanced performance, and enhanced security. This new modern equipment will dramatically improve the WPU Wi-Fi access experience for all students, faculty, and staff. It is important to know that the campus user community will not experience any Wi-Fi service loss during this upgrade process. Information Technology estimates this modernization project will begin sometime in January 2024 and be completed by the end of 2024.

Reminders

Have you signed up for the WPU Rave Guardian app?

Rave Guardian is a mobile app that consolidates important Campus resources and provides two-way critical communication between students and campus officials including Campus Police. For more information on how to download and install the Rave Guardian app on your mobile device, visit https://itwiki.wpunj.edu/index.php/Emergency_Notifications

Departmental Technology Purchases: Consult with IT **before** you buy:

For Hardware: Our university's network relies on enterprise-grade authentication for security and performance. While consumer-grade devices are perfect for home use, they might not always fit seamlessly into our network environment. It is important that before you make a technology purchase to reach out to our IT team for an assessment of the hardware and vendor involved. We are here to assist you in finding tech solutions that not only meet your needs but also seamlessly integrate with our network, ensuring a hassle-free university experience. There are often options available that can do both, and we are happy to help you discover them. Your cooperation plays a significant role in keeping our digital campus running smoothly for everyone!

For Software: Like with hardware, we carefully vet software and software vendors to ensure they meet certain criteria for safe operation within the campus ecosystem. Not only does this help maintain the security and stability of our network, but it also guarantees that the software you rely on operates smoothly. We understand that having the right tools is essential for academic success, and by vetting software and vendors, we are committed to providing you with the best possible digital experience.

Cybersecurity Corner

Protect your Devices with Regular Updates

Regularly updating devices with security updates and software patches is crucial for keeping yourself, as well as those you share a network with, safe online. These updates are specifically designed to patch vulnerabilities that could be exploited by malicious entities, thereby safeguarding your personal information. In an era where cyber threats are continually evolving, timely updates play a crucial role in maintaining the resilience of your devices against emerging risks. It's imperative to invest in devices with a proven track record of consistent security support, as manufacturers typically provide updates for both hardware and software for a limited time. Smartphones and tablets, for example, are typically supported by their manufacturers for a period of 4 to 6 years from the date of their release. Once beyond that point, they are vulnerable to any new threat that may emerge. Before purchasing a new device this holiday season, find out how long it will be supported by the manufacturer.

Phishing in the Era of AI (Artificial Intelligence)

AI, specifically Machine Learning, represents the latest advancement across various technological domains; however, it encounters challenges when positioned as the sole solution against phishing. Phishing attacks often employ sophisticated social engineering tactics that exploit human psychology, posing difficulties for AI systems in achieving complete accuracy. AI may struggle to comprehend contextual cues or language nuances easily recognized by humans. To promptly assess a message for phishing, users can utilize key strategies. Firstly, scrutinizing the sender's email address for anomalies—Is it from an expected domain? (e.g., professor@gmail.com instead of professor@wpunj.edu would be a clue)—and checking for formatting irregularities. Additionally, recognizing urgency, requests for sensitive information, or suspicious links are crucial red flags. Users often overlook these signals under pressure to comply quickly. It is essential to verify unexpected emails by contacting the supposed sender through a trusted means before taking any action, enhancing resilience against phishing threats. If you suspect an email in your inbox is a phishing attempt, open a helpdesk ticket; chances are, others may have received it as well. Addressing these matters promptly is key to mitigating potential risks.

Technology Updates

Office365RequiredUpgrade

Following our [announcement on the required Office 365 software upgrade](#) for all university computers, Information Technology will now be pushing out forced upgrades of Office 365 to any computer that has not already been updated. If you have not upgraded yet, you will receive a prompt on your university computer to install the required update.

Request Migration of Your User Folder to Office365's OneDrive

With Office 365, every university student and employee has access to a personal OneDrive account for cloud storage of documents and files. Employees who have used their campus network-based User Folders (or U: drives) for storing their documents can now request to migrate the files in their User Folders to their OneDrive. For more information on OneDrive and how to request a migration, read our [recent announcement](#).

Request a SharePoint Site for Collaborative Work

SharePoint is one of Office 365's cloud storage tools that allows you to work collaboratively with colleagues on documents and files in a location that is similar to a cloud-based 'Group folder'. You can read more about SharePoint in our [ITwiki article](#). If you'd like a SharePoint site set up for a group or team you are working with, contact our IT Helpdesk to get that process started.

New Cisco Webex Phones & Advanced Features

Has your office phone recently been upgraded to a new Cisco Webex phone? If so, do you know that you can make and receive calls on your office extension using the Webex software or Webex mobile app? Watch [Additional Webex Calling Features video](#) or visit the [phone system ITwiki article](#) for more information.

New First Contact Safety Tip for WPUNJ Email

A new First Contact Safety Tip has been added to the WPUNJ email system to help warn you when you may be receiving emails from someone pretending to be another person. You can read about the First Contact Safety Tip in the [recent announcement](#) about it.

Phishing and Cybersecurity Awareness

Information Technology is working to share training on phishing and other cybersecurity risks with all university employees. Expect more news on that soon and, as always, if a message you receive seems suspicious, please check with our IT Helpdesk (www.wpunj.edu/helpdesk or (973) 720-4357) before you click on a link in the email.

Windows 11 Coming Soon

IT staff are currently working on building a standard Windows 11 software image for university computers. We expect that Windows 11 will become the default Windows version for all newly imaged computers starting as soon as Summer 2024.

Quick Hints & Additional Updates:

- We've recently changed the way that **Adobe Creative Cloud** programs can be installed on university computers. More information is available in our [recent announcement regarding the Adobe changes](#).
- Microsoft is renaming the [FindTime meeting scheduling tool](#) to 'Scheduling Poll' in Outlook. Same functionality, but a new name.
- Over the coming year, IT will be gradually switching the login pages for university systems from the WPconnect-style login (known as Shibboleth) to a Microsoft-based login page like that of our email and Office 365 (www.wpunj.edu/365). Workday will be one of the first systems to use the Microsoft-style login.
- The **Duo multifactor authentication prompt** will be changing its look to the new 'Duo Universal Prompt' in the coming months (by end of March 2024 at the latest). You can view how the universal prompt looks compared with the current Duo prompt [here](#).
- For several years, **Dropbox** has been used for automated backups on university-image Mac computers. IT staff are currently working to transition all university Macs from Dropbox for backup to Microsoft's OneDrive sync client. Dropbox can still be installed and used, but Dropbox Business accounts will no longer be licensed centrally through Information Technology.

Innovation

The recent Strategic Investment Grant has spurred significant growth within the University's Design, Build & Learn Lab (DBLL). Notable achievements include a 300% expansion of fabrication tools, adding a laser cutter and an SLA resin printer, as well as a 50% increase in the number of printers. Workstations were revitalized with advanced GPUs, fostering student engagement. Moreover, the lab has witnessed a 30% increase in users, with Animation and Anthropology courses leading the way. Despite printing challenges, strategic improvements in quality have led to a 10% increase in average print time and a 20% reduction in material use. The grant's impact promises further growth and innovation in the coming year.



With the occurrence of WPU Wellness Days on Thursday 10/12 and Friday 10/13, IRT hosted a VR (Virtual Reality) open house to demonstrate new technology in LI110. This included several meditative and low impact VR experiences through our HTC Vive Pro 2 wireless headset. With the help of IRT Graduate Assistant Jess Dutschmann (MFA) we presented several VR applications to students throughout the afternoon to positive responses! An overall success, this event demonstrated the multi-disciplinary benefits of virtual reality technology and its use across curriculums.

Campus Collaborations

In a groundbreaking initiative, we partnered with NBC Universal to provide an invaluable learning experience. Our students had the unique opportunity to operate the control room and studio with essential technical support from our Instruction & Research Technology (IRT) staff. This hands-on approach equips our students with practical experience in a real-world broadcasting environment, preparing them for successful careers in the television and media industry. This mentorship and support not only fosters invaluable skills but also exemplifies our dedication to nurturing the next generation of media professionals. IRT's contribution of transmission equipment and remote communication technology ensures a seamless connection between our studio and NBC Universal. Our commitment to empowering students for success in the media industry is evident in this collaborative effort, and we eagerly anticipate the achievements of these future media leaders as they embark on their careers.



Awards



We are thrilled to announce that the **Instruction&ResearchTechnologyTeam** at William Paterson University - Patrick Ryan, Jaehyun Kim, Housen Maratouk, Ming Jian, and Sena Bulak - has been selected to receive the prestigious 2023 Catalyst Award for Leading Change. This award, bestowed by the Catalyst Awards program, recognizes their outstanding contributions to education and innovative use of Anthology solutions to drive transformative initiatives, resulting in measurable positive change within the university's academic ecosystem. William Paterson University stands among a select group of winners, and the team was honored at an Awards Ceremony on July 19, 2023, during the Anthology Together conference in Nashville, Tennessee. This achievement underscores the team's commitment to shaping the future of education and serves as a shining example for institutions worldwide. We extend our heartfelt congratulations to the team and the entire William Paterson University community for this well-deserved recognition, celebrating their leadership, excellence, and partnership in advancing learning.

Joseph Alaya received the Leadership/Professional Achievement Award for his work on a suite of COVID-19 applications which were instrumental to the University's functioning and compliance throughout the pandemic. In particular, Alaya developed an application that allowed the University to interface with the New Jersey Immunization Information System and obtain COVID-19 vaccine information for students and employees. Thanks to his efforts, William Paterson was the first higher education institution in the state to accomplish this integration, which directly contributed to the institution being among the first colleges and universities in the New Jersey to safely bring students back to campus. In addition, Alaya provided guidance to other institutions on the particulars of the interface, which ultimately supported the success of their pandemic responses. - *WP News 5/16/23*

Have technology questions or need assistance? The university's Information Technology team can be contacted through our IT Helpdesk ticketing system (www.wpunj.edu/helpdesk) or by calling our IT Helpdesk at 973-720-4357 (HELP).

Additional information about the university's Information Technology team is available at www.wpunj.edu/it.