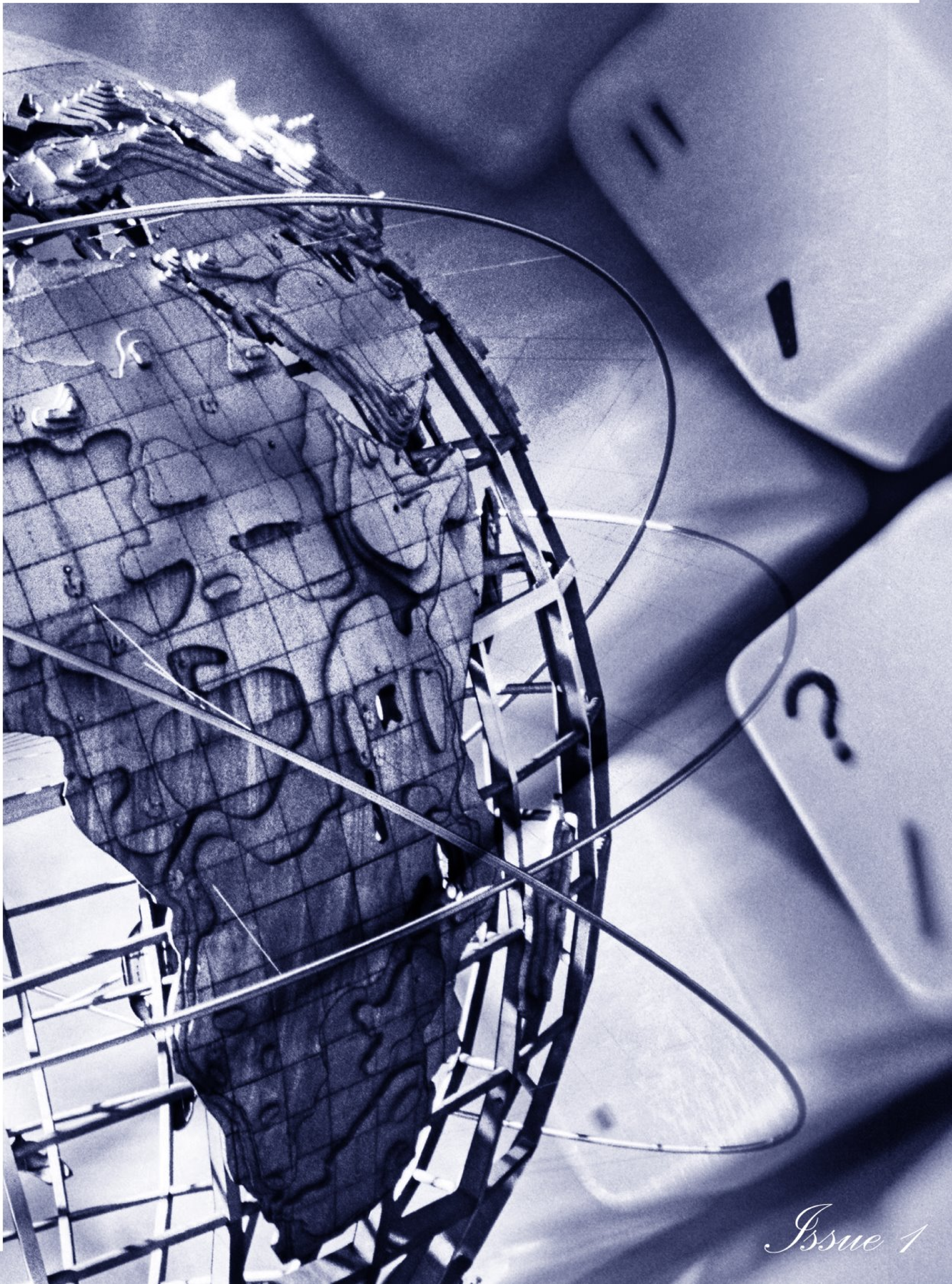


INFORMATION TECHNOLOGY



CONTENTS

Software Deadlines	3
Banner ISSM	4
Banner Maintenance	5
Lock 'n' Charge	6
Spam E-Mails	7
Tips and Tricks	8
Security	9
Air Server	9
Malware	10
Microsoft Office Briefs	11
Help Desk Happenings	12
Help Desk Statistics	13
Telecommunications Statistics	14
IT Computer Lab Statistics	15
Hiring with the Right Stuff.....	15
Employee Spotlight	16



Update & Install

In order to allow sufficient time for software updates to be installed in the Information Technology open computer labs, Academic, and/or Regional Educational Center computer labs/classrooms, deadlines for new software updates have been established. If your department has new software that you would like to have considered for placement in the computer labs or would like to update current software, please deliver or complete the following items by the deadlines listed below:

1. Software
2. Proof of licensing certification
3. A completed online request for installation form from <http://www.semo.edu/it/itcomputerlabs/software-request.html>.
4. Any additional software documentation

Deadlines:

April 1	for Summer installation
July 1	for Fall installation
November 1	for Spring installation

All software installation decisions are based upon available resources and compatibility with the network and other applications. By instituting these deadlines, Information Technology will have time to create a new desktop image that can be tested prior to the start of semester classes. Due to the length of time required for re-imaging the computer labs, these deadlines are firm!

Special Notices:

SAS v9.4 will be installed in the Math labs and I.T. lab images over the summer. If you have an older version on an instructor's machine or in your office, contact the I.T. Help Desk (x4357 or helpdesk@semo.edu) to request the updated version.

The current version for SPSS is 23. If you have a version older than 22 or 23, contact the I.T. Help Desk (x4357 or helpdesk@semo.edu) to request the updated version.

BANNER ellucian™

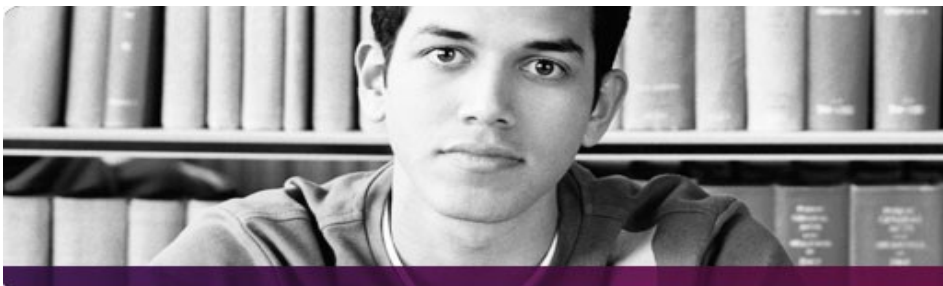
International Student & Scholar Management (ISSM)



Southeast is committed to growing a diverse student body. In 2008, there were 200 international students enrolled. This year, that number has increased to 1,100 students, from 54 countries.

As the efforts of the Office of International Education Services became more and more successful with attracting and retaining our international student body, the manual procedures for maintaining SEVIS compliance became unmanageable. With the software purchase of the International Student and Scholar Management (ISSM) module, the Office of International Education Services will gain a Banner-integrated self-service module that will help the staff comply more efficiently with rules governing international students and visiting scholars.

~Martha Henckell, Director, User Services



“This Banner product will help the International office maintain SEVIS compliance as our efforts in attracting and retaining international students and scholars increases...”

- Zahir Ahmed

ISSM Timeline

Project Kickoff ~4/4/16

Project Go-Live~5/30/16

ISSM Team Leads

Functional Leader

Carrie Cluney

Technical Leader

Heidi Zhong

BANNER ellucian™

Maintenance & Support



Government regulations change, software functionality evolves, new equipment is required, software issues are resolved. These are all important reasons for Banner to be temporarily closed to the public for upgrades.

MySoutheast Portal services are unavailable Sunday mornings from 7:00 a.m. to 7:30 a.m. for backups.

Self Service sections of the portal (Registrar, Student Financial Services, Human Resources, Finance, and Alumni) may be unavailable Sundays, from 7:00 a.m. until 9:00 a.m., due to backups and maintenance.

Internet Native Banner (INB) may also be unavailable, due to backups and maintenance, on Sundays from 7:00 a.m. to 9:00 a.m.

All administrative system upgrades, backups, or maintenance events that are scheduled to extend past or differ from the previously listed time frames are announced in the Southeast Newswire.

~Martha Henckell, Director, User Services

Service Unavailable

Sunday Mornings
7 a.m.—9 a.m.

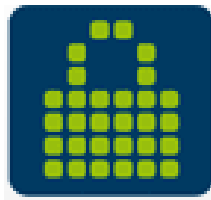
Questions? Concerns?
Contact the IT Help Desk
at 573-651-4357(HELP)

*“Information Technology
needs a weekly time
period where systems
can be taken out of
service so maintenance
can be performed.”*

- Dennis McCollum



ellucian.



lock n charge
technologies

Don't Let A DEAD Battery You Slow Down

Missing important phone calls because your battery is dead? Can't take class notes because your laptop battery isn't charged? Securely Lock 'n' Charge your device using the FUYL Cell charging station and a password you create. This new technology provides 2 USB ports and an electrical outlet that is designed to individually store, charge, and secure laptops, iPads, cellphones or any other mobile electronic device.

Locations: University Center, 3rd floor & Dempster student lounge, 1st floor.

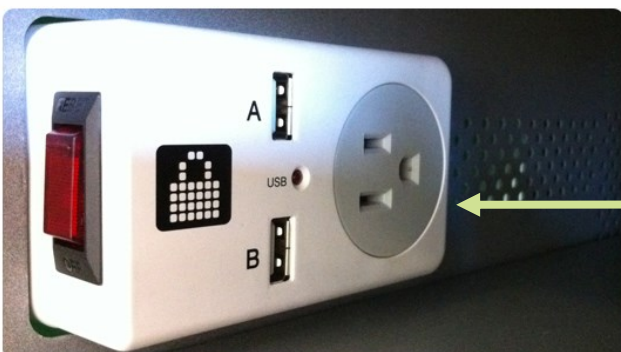
Quick Benefits

- ✓ Easy to use
- ✓ Safe and secure
- ✓ USB and power point charging
- ✓ Works with almost any chargeable device

Password Key Pad

Storage

Power



~Alexis Whitworth, Student

*Students must provide device charging cords. Contact the IT Help Desk, 651-4357, for additional information.

Southeast Missouri State University is not responsible for loss or damage of any items.

Managed by IT User Services

How to Identify Spam

This email was received by a Southeast employee. Information Technology will NEVER ask you for personal information or to validate your account. Let's break down the message to show what makes it a spam e-mail.

What's after the @ sign?

A Southeast Missouri State University email would have @semo.edu in the address.

What's in a Name?

Usually, the first thing to look for is the greeting. If there is no greeting or provides only a generic greeting (Dear Valued Customer), it is most likely spam. The IT Department knows your name and will use it when contacting you.

From: "Bay, Charles F." <bayc@uncw.edu>
Date: March 21, 2014 at 9:17:58 AM CDT
To: "Bay, Charles F." <bayc@uncw.edu>
Subject: RE: Notice From ITS Service Information

You are currently running on low mail Quota due to hidden files and folder on your mailbox. Please Click Here <http://logsaccesssss.bugs3.com/verify.htm> To Validate/Confirm your account.

This is an automated message. Please do not reply to this email.

Thanks,
ITS Admin
ITS Department.

Is the Message Asking You to Click a Link?

Don't be fooled. Links can provide a false impression. The location that is actually linked can actually be harmful or even install unwanted malware when clicked. Preview your link location by resting your mouse on the link. The actual link location will display in the lower left corner of your browser. When in doubt, DON'T CLICK THE LINK.

What is the Message Saying?

If there is a sense of urgency, this is another indicator. Also, grammatical and spelling errors can often be found. In this e-mail, the message beginning refers to the space in your e-mail box, while the last line is asking to confirm your account. These two topics are completely unrelated.

Is a Robot Sending E-mails?

Southeast Missouri State will NEVER send automated messages. We use real, free-range humans to send e-mails (We think it's more personal that way).

Are They Ending on a Good Note?

Many email programs allow you to set up a default signature to be included at the end of every message. Most people use these signatures as an easy way to give their name and alternate ways of reaching them as well as their company. This signature, however, does none of these things. Southeast Missouri State's Information Technology Department is sometimes shortened to IT, but not in e-mail signature. And, we definitely aren't titled ITS!





Tips & Tricks

Video: 10 Top Time-Saving Tech Tips

David Pogue and TED discuss ten things you can do to save time when you're working with technology. These vary from how to redial someone on your mobile phone, to quickly scrolling through webpages. Press play on the video below, or [click here](#) to view a printable list of the tips. ~Alexis Whitworth, Student

750x421



Spyware

What is spyware?

Spyware is any program or software add-in installed on a computer that monitors, or targets the end-user without full disclosure of the software's purpose. It is often bundled in with so called "good" programs and is used to gather information for targeted marketing as well as surveillance of the computer's activities. Spyware is also used to circumvent a computer's resources for a spyware program's tasks. Spyware often runs in the background causing the computer's performance to be reduced. Unexpected programs/messages may open, and the browser or entire system may freeze.

How can I protect my computer from spyware interference?

You can do your part to decrease unnecessary network traffic and protect your own computer's performance by:

- ◆ Using the close button (the X in the upper right corner) to close out unexpected, pop-up windows
- ◆ Using the Windows Disk Cleanup feature to remove unnecessary files (Open My Computer, right-click on the local hard drive, select Properties from the pop-up menu, then click on Disk Cleanup button.)
- ◆ Researching the effects of any program that you are considering installing on your computer
- ◆ Discontinuing file-sharing activity (File-sharing is often illegal and subject to a loss of network rights, prosecution, or both.)
- ◆ Keeping your operating system up-to-date with Windows and Mac critical and security updates
- ◆ Removing spyware from your computer
- ◆ Running a regular virus check using the updated, anti-virus software on your computer
- ◆ Installing Windows Updates (critical and security updates ONLY) available at <http://v4.windowsupdate.microsoft.com>, rebooting after each installation, if necessary, then scanning for updates again at the same web site.

If you still experience trouble after virus or spyware removal, contact the Help Desk at 651-4357 or helpdesk@semo.edu.

~Alexis Whitworth, Student



AirServer is a receiver for Mac and PC. It allows you to mirror or stream content from compatible IOS devices. When Airserver is running, it will be listed on other IOS devices. Anyone who sees the Airserver can connect and mirror their device and stream to the screen, even if you don't want them to.

However, you can prevent this by setting up a password. IT recommends setting up an onscreen password. An onscreen password will work with all IOS devices. A password will be displayed on the screen. Just enter the password in the IOS device you wish to connect to the Airserver. You will be able to

stream or mirror to the Airserver until the next time the Airserver app is quit.

To add a password:

Open Airserver

Open Preferences

Select Onscreen Password

~Alexis Whitworth, Student

Did you know?

In 2012, malware discoveries grew more than 123% from the previous year with the majority of the infections on Android Devices.

The most common ways to exploit the Android Operating System were through application repackaging, malicious web addresses, and SMS phishing emails. This resulted in approximately 32.8 million Android devices being infected in 2012, a 200% increase from the previous year.

Three Easy Steps To Stay Protected

1. Only download applications from trusted sources Most trusted is Androids "Google Play" or IOS "App Store"
2. Always update device to latest Firmware/operating system
3. Never click unfamiliar links If it looks suspicious, instead inform IT Help Desk

MALWARE BE GONE !

Stay Protected From Mobile Malware



What is Malware?

Malware is software used or programmed by attackers to disrupt computer operations, gather sensitive information, or gain access to private computer systems.

Cybercriminals use mobile devices to gain access to the user's confidential, personal, and financial information. Therefore, hackers embed malware on mobile devices to gain access to that information.

Why is Mobile Malware growing so rapidly?

1. Mobile devices are perfect for cyber criminals!

Since many people now use phones and tablets to access information, cyber criminals hack them instead of desktops.

2. SPAM, SPAM, SPAM

In the past, malware tactics such as SPAM and Phishing emails dominated the web and today users are prone to those same problems on their mobile devices.

3. Trustworthy mobile applications are hard to identify.

What are the types of Mobile Malware?

- Trojan Program installed on device via untrustworthy application
Trojans can take usernames, passwords, bank information, etc..
- Rootkit Malware that activates every time system boots up and is hard to detect
Rootkits, allow installation of hidden files, user accounts, etc..

Examples of Mobile Malware

Zeus in the Mobile (Zitmo)

Forwards text messages to other numbers

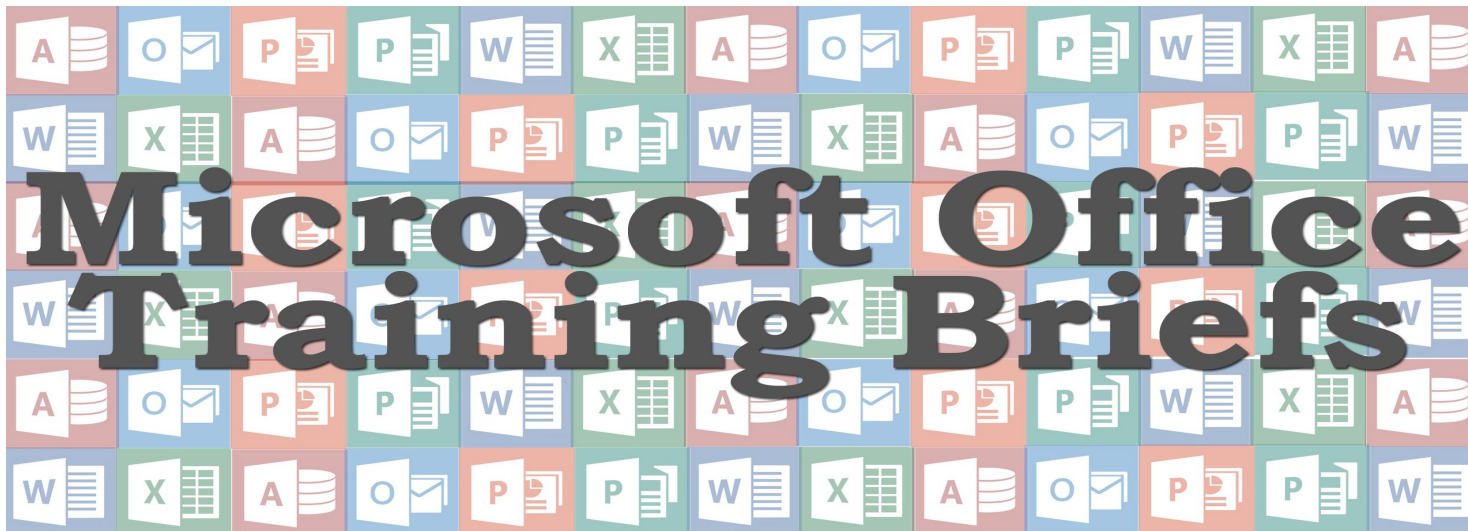
Steals usernames, passwords, bank information, etc.

DroidKungFu

Installs a backdoor in the Android OS and gives the originator full control of device

~Shaibriel Mack, Student

~Aaron Alter, IT Help Desk & User Services Support



Online Microsoft Training Briefs

1. Formatting *Excel*
2. *Excel* Formulas & Data Tools
3. *Windows* *MovieMaker*
4. *PowerPoint* SmartArt Graphics
5. Getting to Know *PowerPoint*
6. *PowerPoint* Themes & Images
7. Citations & Bibliography
8. Inserting Tabs
9. Page Layout Tab
10. *Word* Commonly Used Tasks
11. *Word* Format Text Effects
12. *Word* Quick Parts
13. *Word* Headers & Footers

IT User Services

The User Services area of the Information Technology Department has launched over 30 *Microsoft* online training briefs! Development of these online training briefs was an effort to address 'just in time' requirements and use of software knowledge on specific software features or functionality. The list on the left contains just a fraction of the trainings that were created.

Accessing the trainings

Training specific descriptions and links to each online training can be accessed from <http://semo.edu/it/how-tos/index.html#trainings>. Lengths of trainings range from 4—15 minutes and include a table of contents for topic specific navigation.

Requesting a training topic

Face-to-face software trainings, offered once or twice a year, fail to adequately meet the ongoing needs of students, faculty, or staff. In recognition of this, top priority is given to the development of training based on specific requests. For example, Mary Harriet Talbut, OIT, alerted IT User Services of the need for students to create videos that would then be uploaded to Moodle. In an effort to meet this need, the free software, *Windows MovieMaker*, was chosen for the training demonstration. Faculty can now refer their students to the *MovieMaker* training whenever this activity is required.

Training topics were also chosen from the software support requests issued to the IT staff or Help Desk. Requests for future training topic development can be submitted using the *Microsoft* Training Briefs request form, located at <http://semo.edu/it/forms/briefs-request.html>.



Help Desk Happenings

IT User Services

Web Help Desk

With 10,000+ end users and increasing, Information Technology needed to reevaluate the usefulness of HelpTrac, the Help Desk's ticket management system. Because the IT Help Desk is one of the first points of contact when users are seeking information and assistance with campus technology, this software has to be powerful, easy to use, and up-to-date. IT realized HelpTrac failed to provide the features and functionality that was required to effectively and efficiently provide services to the growing Southeast Missouri State University community. IT replaced HelpTrac with Web Help Desk in October of 2013.

Web Help Desk is a powerful web based, user friendly request management service that faculty and staff can access with their Southeast Key. With Web Help Desk, users can:

- Submit a new help request (or ticket)
- View the status of their request
- View their request history
- View common IT problems and solutions (FAQ)
- And more!

To submit your own ticket, go to whd.semo.edu

“...the convenience of being able to enter a request with just a few clicks of the mouse is a huge timesaver...What a great tool. Thank you to everybody involved in getting the Web Help Desk up and running!” - Steve Dunn, Institute for Regional Innovation and Entrepreneurship



This is the IT Web Help Desk at Southeast Missouri State University.

Please enter your Southeast Key and password to login.

If the system does not recognize your login, please email helpdesk@semo.edu to be added.

Log In

User Name

Password

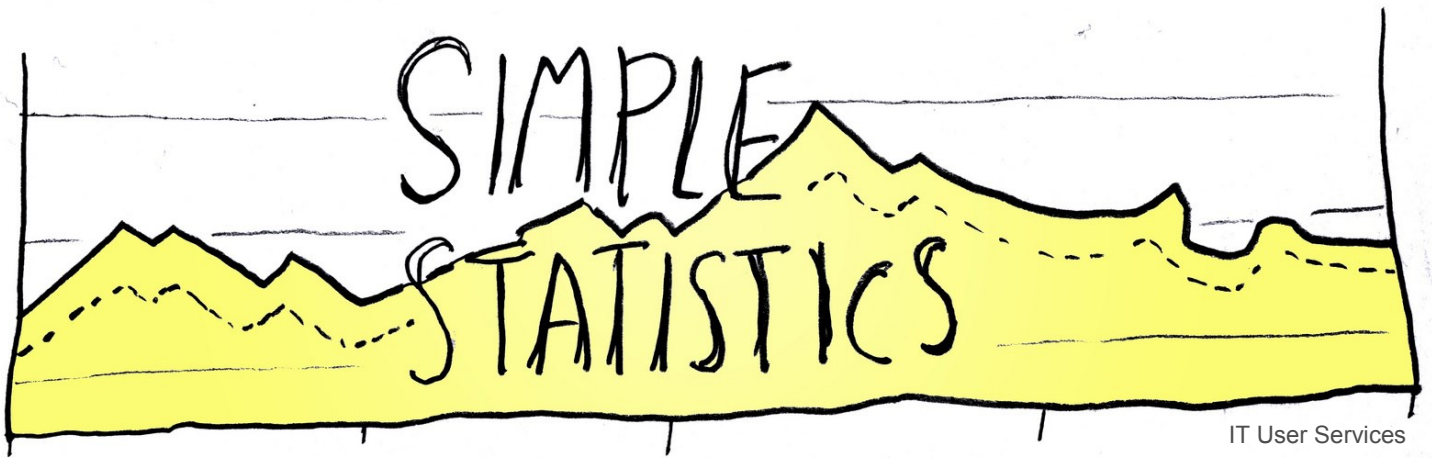
Remember me

Web Help Desk Software © 2014 SolarWinds WorldWide, LLC. All rights reserved.

Web Help Desk login page

Place your IT technology tickets at: <http://whd.semo.edu>

~Alexis Whitworth, Student

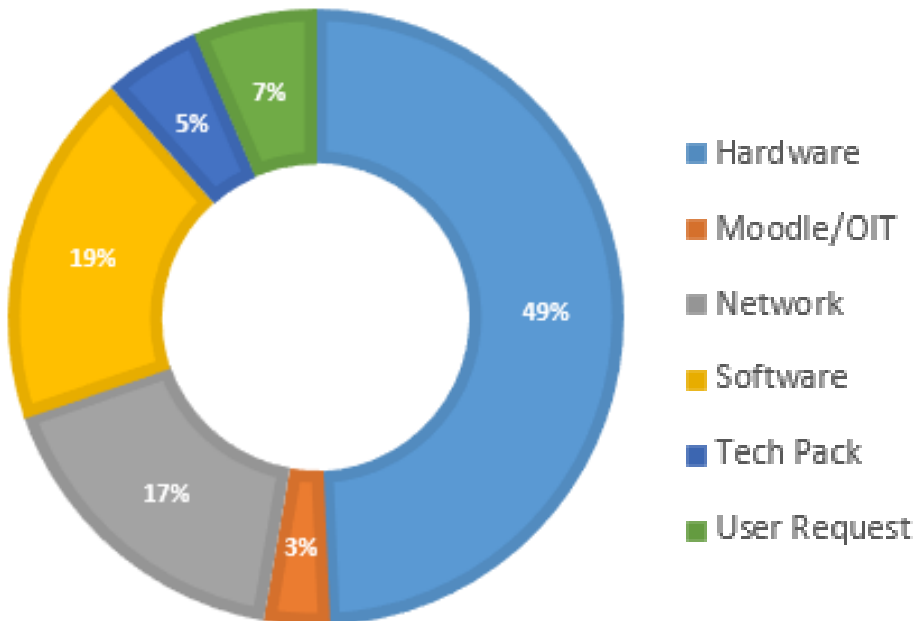


Ticket Type

Fall 2015

Hardware	915
Moodle/OIT	278
Network	1316
Software	1167
Tech Pack	73
User Request	2377
TOTAL	6126

CLIENT-CREATED TICKETS BY REQUEST TYPE



We had some users take advantage of the create your own ticket feature of Web Help Desk last semester. You can view the ticket types by looking at the chart on the left.

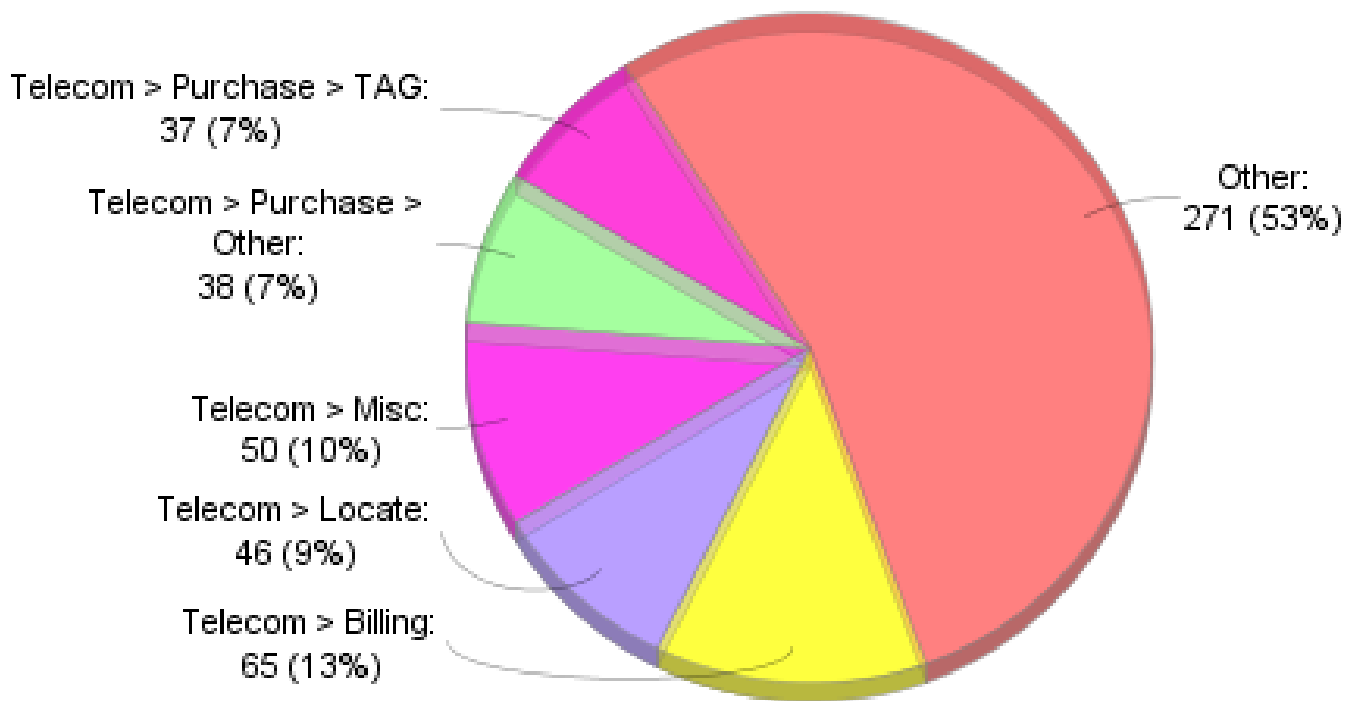
There were 294 client generated tickets!



TELECOMMUNICATIONS

Tickets

August 1, 2015 - December 31 ,2015



**Telecommunications handled over 500 tickets during the
Fall 2015 semester!**

Fall 2015 Login Summary

Information Technology Open Computer Labs recorded 179,146 total logins.

Group	# of Users	# of Logins
Crisp	538	5062
Dempster	2271	25351
Kennett	233	3813
Kent	6146	67370
Magill	1711	16572
Malden	132	1441
Merick	1154	11787
River Campus	366	3337
Sikeston	399	3376
Towers	3223	41037



Fall 2015

- Of the 10 IT Open Computer Labs there were 8,395 unique users.
- 90.9% of the combined undergraduate and graduate FTE students used one or more IT Open Computer Labs

Three-Year Enrollment Report. (2015, September 22). Retrieved from http://semo.edu/pdf/Four_Week_Enrollment_Fall_2015.pdf

LabStats is a software solution for tracking computer login usage.

Hiring with the Right Stuff

IT User Services student workers are comprised of friendly, service, and technology oriented students that major in a variety of disciplines. These are not the only qualifications sought. Reliability is a must!

Location, location, location

Scheduling for 10 lab locations that are distributed over the Main, River and Regional campuses proves to be a challenge. Place two 24-hour labs, a 24-hour Help Desk, holiday and semester breaks, along with early morning shifts, and one will quickly comprehend how difficult it is to find the right people with just the right skills.

Areas of employment

During their employment, IT student workers often work in one or more of the User Services areas. Significant tasks associated with each position are as follows:

1. Creating multimedia, web, or online trainings
2. Supervising and providing support in one or more computer labs
3. Providing technology support in one or more IT Help Desk locations
4. Providing assistance in the IT main office

Frequently, employment will cross over from one IT area to the next, resulting in dual IT roles and even greater technology experiences.

Employee Spotlight

Margaret E. Brickhaus, of Perryville, Missouri, is a Senior Systems Analyst/Programmer at Information Technology. She was a student employee before being hired full-time. Margaret has been with Southeast about forty-five years. She has three degrees: an Associate of Arts in Data Processing, a Bachelor of Science in Business Administration, and a Bachelor of Science in Computer Science. When she isn't working,



“Celebrations in Technology” was made by Margaret and donated to the Information Technology Department in 2008

Margaret enjoys making quilts, crocheting, knitting, reading, and amateur photography.

What originally sparked your interest in an IT field?

I attended the registration with two of my high school classmates. All they could talk about was enrolling in the new data processing degree being offered at Southeast. Their enthusiasm made me

“Computers were a novelty at that time and Southeast had just created the data processing degree, as well as a centralized computer center, so everything was new and exciting to me.”

rethink my major and I haven't regretted making that change from history to computer science. Computers were a novelty at that time and Southeast had just created the data processing degree, as well as a centralized computer center, so everything was new and exciting to me.

Why did you decide to apply for your current position?

I've worked for the IT Department as a student worker, a clerical worker, and as a programmer. In my sophomore year and about to complete my associate's degree, I was beginning to consider applying for full-time jobs when one of my IT instructors asked me if I would be interested in being a student lab assistant. This would allow me to continue with my education at Southeast, so, of course, I said 'YES.' That began my glorious career with IT. For the next two years I punched computer cards with the programs of fellow students, answered questions from students in the lab, worked as a part-time computer operator, and worked for the data control section of the computer center while I earned my first bachelor's degree.

In June, 1971, one the clerical staff left and the current director offered me the position. Of course, I said 'YES', because this also

“I’ve worked for the IT Department as a student worker, a clerical worker and as a programmer.”

allowed me to continue with my degree with a reduced staff rate. For the next three years my job was preparing paper documents so that the appropriate punch cards could be created. Once created, I then created the card deck used to load the data. Lastly, I checked the results to make sure everything was updated correctly.

In 1974, one of the programming staff was leaving for a better job and the current director noted that I had the same degrees as that programmer. He offered me that position and, yes, I believe you know where this is going—I accepted. Since then my primary job is to support the administrative offices that are part of the student area (i.e. Registrar, Admissions).

What is a typical day for you?

Most of my day is spent writing scripts and processes for various projects. If the project is a long or complex one, I may spend most of that day on that particular project. Otherwise, I may spend part of my time working on two or more smaller projects. I will answer questions presented by administrative offices (i.e. the Registrar) and I occasionally attend meetings.

What are the high points and/or low points of working in an IT Department?

One of the high points in working in the IT Department at Southeast is the wonderful co-workers in the department. The atmosphere is friendly and we all try to support each other. Another high point is the learning and growth that occurs when new products are purchased. For me, this happened when I switched from an old mainframe system, using COBOL and PL/I, to a PC programmer, using PL/SQL, VBA code, and the APEX system. Each new system created another learning opportunity that I really enjoy.

“One of the high points in working in the IT Department at Southeast is the wonderful co-workers in the department. The atmosphere is friendly and we all try to support each other.”

What do you love most about working in IT?

Other than the great people that work in the department, it is the gift of learning new things, of providing services to administrative users, and of solving problems (both big and little).

What do you most often look forward to, when you come in to work?

The most enjoyable part of my work is the problem solving. This can include answering a specific question for an administrative office, choosing the best programming approach to resolve an issue or to enhance an application, and/or to tackling the definition that users need in a major project.

What is the craziest or most difficult day you experienced working in the IT Department?

In December 1979, the IT Department was still in Academic Hall. The sprinkler system, in a classroom down the hall, went off... flooding that classroom. In order to remove the water from the classroom, the water was swept toward the men’s restroom on the east end of the building. Unfortunately, not all of the water made it to the restroom. The Computer Center (as IT was called then) was receiving a lot of this overflow of water. Because the IBM CPU and the auxiliary equipment rested on an elevated floor (with all of the electrical and cable connections below the floor) there was great concern that the water would damage the machines. You never saw such a mad scramble to find something that would absorb water. Everything that we found was dumped on the floor leading up to the computer room...including trash can contents, paper towels, and used green-bar paper. It worked! The machines were saved, but it was touch-and-go for a while.

“Everything that we found was dumped on the floor leading up to the computer room...including trash can contents, paper towels and used green-bar paper. It worked!”

Overall, how would you assess you experience working in IT?

It has been an overall great time working in IT. The opportunities to learn new things and to create new systems for users have given me great satisfaction and kept me young in many ways.

If you were not in IT, what career do you envision?

When I came to Southeast to register for the Fall 1967 term, I was determined to become a history instructor. I love the subject and thought I could pass that love onto my students. Most of my family members were educators, so teaching just seemed to be the thing to do.