

Technology

Information

Tech
TALK
Vol. 6



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Eclipse photo
by Matthew Wallhausen, Senior Network Specialist

Editor's Note

by **Martha Henckell**
Director of User Services

Ahhh, October; a time for fall activities like Homecoming and Halloween. A time NOT to fall for Phishing schemes or other cyber security tricks. Costumes aren't required in cyberland—just trickery of a different sense, with words and images. Stay cyber safe by following the six brief **Basic Steps to Online Safety and Security**. Be ever aware of the always-on devices **Inside Your Connected Home**, with **Alexa the Spy** possibly being one of them. Take note of the info graphic **Privacy Tips** as it provides guidelines for treating personal information like money. We aren't careless with our wallets so why place less value on our information or the information of others.

Have you ever noticed that Halloween costumes display a distorted or misrepresented depiction of those that wear them? That in truth, the person behind the mask is not a ghost nor a goblin. Similarities can be seen in technologies that offer virtual and augmented realities, in so far as what you see is not necessarily what you get. Learn the differences between technologies that will continue to grow and be used by more and more people by reading **Virtual Reality & Augmented Reality**.

Next month sets off the beginning of holiday travel plans for many. With Thanksgiving, Christmas, or winter break plans, learn how to **Guard Your Privacy When Offline or Traveling**. Should you fail to heed our warnings and **Think You've Been Hacked**, shake it off and follow the recovery steps provided. Of course, one of the first steps is to change your passwords using an unaffected device. Review the infographic **This is Your Brain on Passwords** before creating that stronger and better than ever password. To reset your Southeast password, see the **DIY Password Reset** infographic located in this issue.

When thinking of security alerts, one tends to think of red lights and sirens, along with the connotation of bad events. Blue lights, though, have a different meaning. To some, it means blue light specials that have long been associated with K-Mart. While these blue lights are viewed favorably, other blue lights, well, not so much. In reality, people can become very sensitive to the blue light waves emitted from device screens. Learn **Why Blue Light is Bad**, as well as the precautions you should take to protect yourself.

After taking care to protect yourself, make sure you take steps to shield your equipment. In **Overheated?**

Equipment Gets that Way Too!, Jonathan identifies possible issues, the fix, and how to prevent rising and potentially harmful device temperatures.

In other hardware news, see what students are saying about the new Mass Media technology program in the **Mass Media Launches MacBook Laptop Initiative** article. Follow along as Dr. Hollerbach describes the project plan charted to make this initiative a success.

Projects spearhead the daily work of all Information Technology staff members. Another main task of IT is to share information. In order to meet the campus need for data, we post information in Tech Talk, the Newswire, on the Portal and IT website (<http://www.semo.edu/it>). We've even branched out to be on social media, with Facebook accounts SEHelpDesk and Living at Southeast and @SEopenlabs on Twitter. Of course, email is one means of communication that is heavily relied upon by IT staff. Included in this issue of Tech Talk is advice on using our campus email program. To become more efficient, try some of the published **Outlook Tips and Tricks**.

Information can be valuable, as well as powerful. See how IT and CSTL teamed up to deliver valuable information, service, and support during the **Regional Campus Tech Days** this fall. Read the brief report listing a few select IT projects highlighted in the new section called **Tech Trek**. Tune in to the first year in review **Podcast with AVP, Floyd Davenport**. Of course, IT Help Desk and Computer Lab statistics are also available for your appraisal. All of this hard work was recognized by the President's Shout Out awards bestowed upon two IT staff members, as well as the Communications Award (**Winning in Washington**) assigned to the IT User Services team. While we are proud of our IT newsletter, others recognize Tech Talk as a winner!

Get personal with IT staff by viewing a photo of previous IT Help Desk and Computer Lab assistants that paid a visit (**A Return Home**) to the Department of Information Technology during Homecoming festivities. Go a step further and attempt to match IT staff with their pets. While IT is full of characters, some are more well-known than others. Wrap up this issue by reading Lenny Burford's interview. I believe you will agree Lenny is in a class of his own!

VIRTUAL

V

HAWAII

New Post

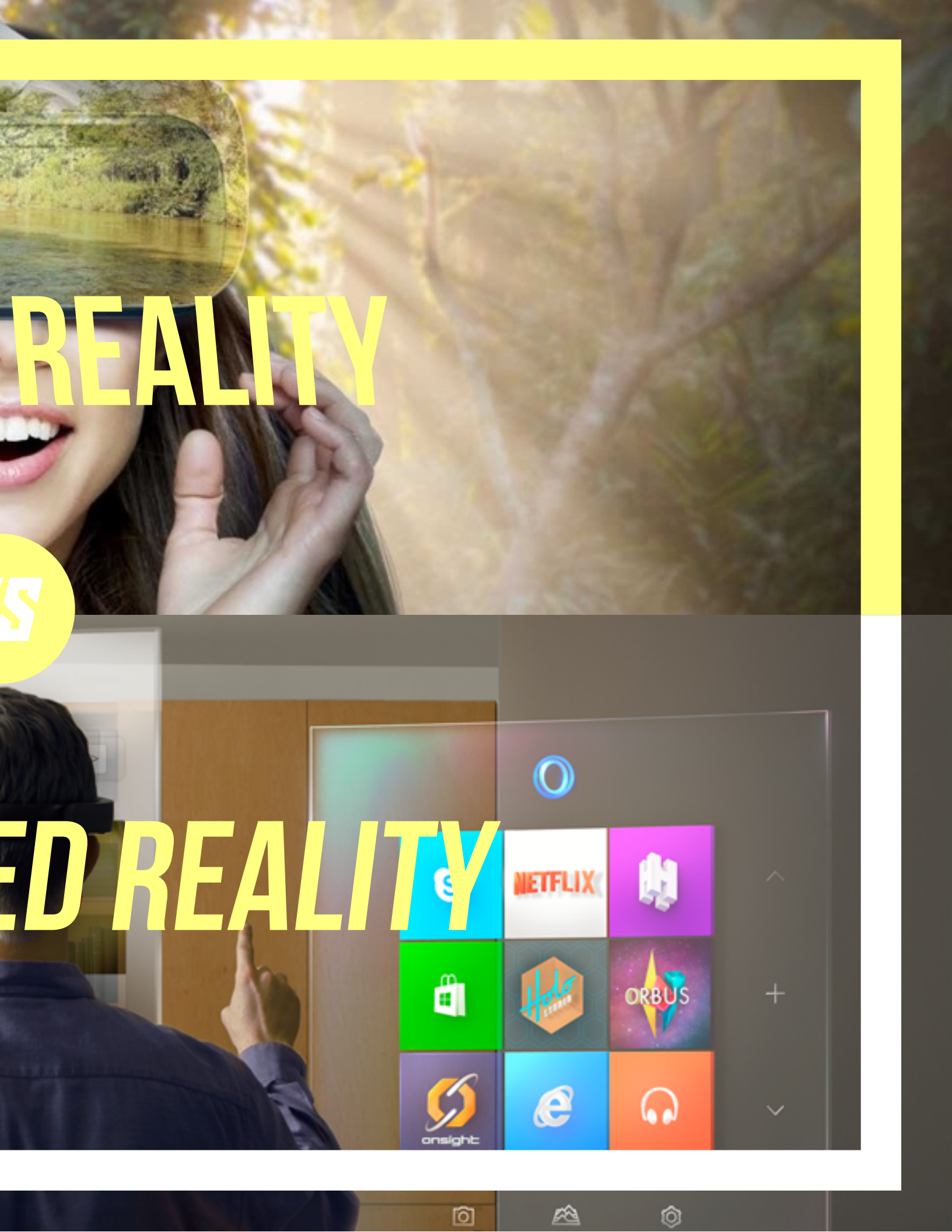


AUGMENTED

REALITY

S

ED REALITY



The Difference Between

VIRTUAL REALITY & AUGMENTED REALITY

by Aaron Alter, User Services

In order to know the difference between Virtual and Augmented Reality, we must first know what each one is and what they do. VR, an abbreviation for Virtual Reality. This is a realistic world created in a virtual space that the user can enter, explore, and interact. AR is an abbreviation for Augmented Reality. This reality typically refers to using a device with a camera that can see the real world; virtual objects are then added on the screen as if they are in the real world with us to interact.

Virtual Reality (VR) Examples

The **HTC Vive** is a VR headset that one can use to play games in a virtual world. Even though it is a virtual world, the player can interact with everything seen in this world. The **Oculus Rift** and **Google Daydream** are also VR headsets that put the user in a virtual world to interact with virtual objects. With these headsets, one can play a game involving shooting a bow and arrow at stick men trying to invade your castle, play fetch with a 3D dog on a mountain, or even explore a spooky dungeon.





Augmented Reality (AR) Examples

Pokémon Go is a cellphone or tablet AR game that allows players to find a Pokémon around town and catch it. When attempting to catch it, the device defaults to AR mode and overlays the Pokémon on the video image. **Microsoft HoloLens** is another example of this type of technology. With **HoloLens**, you can design an object through their designer app, view a **YouTube** video on your wall, as one would with a big screen television, or even play a game on an empty table.



Some devices can be used as both an AR and VR device; your cell phone is a prime example. A cell phone becomes a AR device when using apps to add objects to your world. The cell phone will become a VR device when added to a Google Daydream headset, transporting the user into a virtual world. Designers would find AR can be a great tool for use of viewing virtual objects in the real world. For example, because this technology has the functionality to overlay items, i.e., sofa on a video image of your living room, what could have been only imagined becomes more of a reality. Instead of purchasing that expensive sofa only to find out the living room was too small, the use of augmented reality could have led to a better and more informed decision. In contrast, writers at Tech Times believe that VR is best used for video games and social networking in a virtual environment as the user is immersed in a completely fabricated world.



VR and AR are continuing to thrive and evolve. Considering the advent of new devices, the possibilities are endless.

<http://www.techtimes.com/articles/5078/20140406/augmented-reality-vs-virtual-reality-what-are-the-differences-and-similarities.htm>

<https://www.microsoft.com/microsoft-hololens/en-us/apps>

Overheated?

Equipment Gets that Way Too!

By Jonathan Johnson, User Services

Has your personal computer (PC) or laptop ever felt hot to the touch? If so, it's possible your device is overheating. To prevent damage, take action. Find out why and how to fix the issue. Although computers might have different reasons as to why they commonly overheat, typically they do have the same fixes.

Issue 1: Modifications to your PC/Laptop. Although modifications to laptops are rare, computers are frequently changed. The user may modify or replace the central processing unit (CPU), graphics processing unit (GPU), hard drive, etc. If you are modifying or have modified your PC, you may need to boost the existing cooling system. This may require a fan or a liquid cooling system to combat the new CPU or GPU.

Issue 2: Dust. The most common reasoning for overheating is dust. When your PC or laptop is running, the fan is blowing dust inside and outside. Dust can trap heat and cause the prevention of air flow within the computer case, as well as making your computer fan run slower.

Consider the even smaller space provided in laptops. With laptops, components are more congested, which reduces the amount of air

circulation. This space limitation can cause the laptop to get hot. Keep in mind, though, there is a difference between your laptop being hot and overheating. Due to the limited amount of space your laptop has to push air through, your laptop will feel plenty warm to the touch. There really isn't a good fix for the normal warmness. The difference between warm and overheating can be demonstrated by an unexpected laptop shutdown, extreme slowdown when opening applications, or suffering from the "blue screen of death," which is an error screen that displays due to a major system error.

What's the fix? First, before trying to fix anything, shut off and unplug your computer to avoid risk of injury to you or your device. Steps to take:

1. Check your computer fan. Dust builds up and can trap heat, or cause a fan to run slower, not letting it get to all of your components like it needs to. You can clean your fan blades by purchasing canned air and directing the air toward the blades. Another option is to wipe blades down, but be gentle. Too much pressure and the fan will break.



Sources: https://en.wikipedia.org/wiki/Heat_sink

2. Remove the computer case, and spray air on the heat sink to clean dust or dirt particles.
3. If the fan is not working at all, it will need to be replaced by a computer repair technician.

Prevention? A little effort goes a long way...

1. Make sure you are keeping your device in an area that doesn't get hot or restrict the airflow. For example, don't keep it in your car, under your sheets in your bed, or in a closed container for an extended period of time.
2. Make sure you are keeping your computer and surrounding area is kept clean.
3. If you modify your PC/Laptop, consider buying a cooling system that can combat your new graphics card or CPU.

FUN FACTS

FIRST EMAILING SYSTEM: 1971



AVERAGE OFFICE WORKERS RECEIVES
121 EMAILS PER DAY



PERCENTAGE OF EMAIL
THAT IS SPAM: **49.7%**



BLUE LIGHT

Why That Statistic is Bad?

Most electronic devices use light-emitting diode (LED) technology for their screens. These LEDs emit strong blue light waves. Because of this, we are being exposed to more and more sources of blue light for longer periods of time.

Blue light? So What?

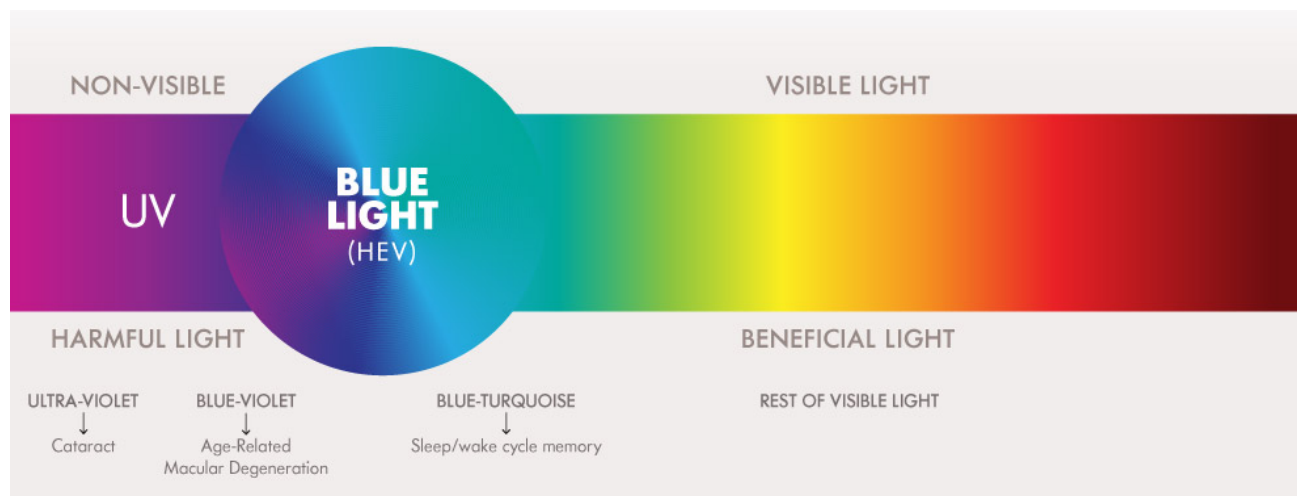
Blue light is not inherently bad. It actually has some beneficial effects like regulating our circadian rhythm (the body's natural sleep and wake cycles), boosting alertness, helping memory and cognitive functions, and elevating moods.

However, much like eating an entire cake in one sitting, too much of a good thing can be a bad thing. If you look at the light spectrum diagram, you can see that blue light is just on the line between harmful and beneficial light. Blue light is even more harmful when it has been created artificially.

On average, Americans spend nearly 11 hours a day staring at a screen of some sort. Yes, you read that right. That is almost half the day!

The most common problem from overexposure to artificial blue light is a disruption of the circadian rhythm and Digital Eyestrain Syndrome, which causes blurry vision, difficulty focusing, dry and irritated eyes, headaches, and neck and back pain.

Previously, blue light was only found naturally in the sun's rays and artificially in overhead lighting. Unfortunately, all of your devices (phones, tablets, computers, TVs, etc.) are now emitting artificial blue light. So, that statistic of staring at your screen for 11 hours a day means that you're being bombarded with that blue light. You wouldn't stare at the sun or your light bulbs for 11 hours a day...right? Who has time for that?



WHY BLUE LIGHT IS BAD?

Alexis Whitworth, User Services

Protect Yourself Before You Wreck Yourself.

It is important to take precautions and protect your eyes from harmful blue light. One way is to take a 20-20-20 break. Every 20 minutes, take a 20-second break to look at something 20 feet away. You can also increase the text size on your screens. When possible, limit your screen time.

In addition, there are several different apps you can install on your devices that can help combat negative effects of blue light. The strategy on one such app is to apply a reddish tinted screen filter to help counteract the effects of blue light. [F.lux](#) is an app you can install on your desktop PC or Mac that automatically makes the color of your computer's display adapt to the time of day, warm for night and sunlight for day. You can adjust how warm, or red, the screen gets as well. There is also a setting to disable the app for an hour if you are working on something that is color sensitive.

The Apple iPhone and iPad, with IOS 9.3 or later, now has a night shift mode built into the device. This can be activated from the settings of the device, under display and brightness. You can have it set to enable automatically with the sun setting and disable with the sun rising, or you can set specific times. You can also adjust how warm the screen gets.

[Twilight](#), an app similar to f.lux, works on Android devices. Like the nightshift mode in f.lux, Twilight places a reddish tinted filter over your device. This filter can be set to happen automatically. You can adjust the filter warmth (redness) or disable the filter, when needed.

How does your body know what time it is?

Video: <https://youtu.be/Y8ZXOfWUbm5>



How can you protect your vision against the harmful effects of blue light exposure? Retrieved from <http://www.bluelightexposed.com/protect-our-vision/#how-can-you-protect-your-vision-against-the-harmful-effects-of-blue-light-exposure>. February 22, 2017.

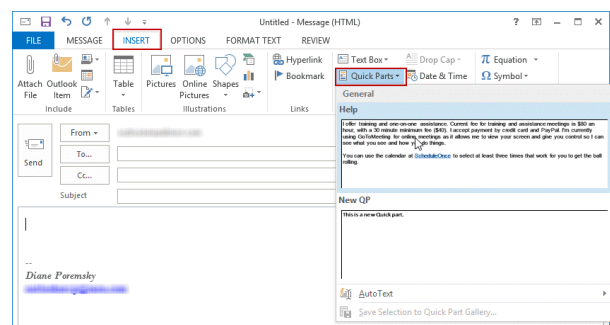
Howard, J. (July 29, 2016). CNN. Retrieved from <http://www.cnn.com/2016/06/30/health/americans-screen-time-nielsen/index.html>. February 22, 2017 "Shine The Light On Blue Light". Blue Light Exposed. N.p., 2017. Web. 22 Feb. 2017.



By Aaron Alter, User Services

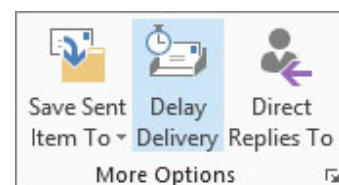
Quick Parts

If you regularly type out a standard or set passage, then creating a Quick Part to enter this text can save you time and make things easier for you. Simply highlight the text you have, go to the **Insert** tab, click on Quick Parts and select Save selection to **Quick Parts** gallery. The next time you need to enter this line of text, when you begin typing it should pop-up and allow you to select it for quick insertion.



Write a message to be delivered at a future time

If you have some news that you want to share but not at the current moment, or are waiting for the perfect time, simply write up the email and then go to the **Options** tab and select **Delay Delivery**. Set the date and time that you want the email to be sent out and it will simply wait until the specified time and then send it out automatically.



Create a folder for common searches

You can always search your inbox by using the search field, but if you frequently search for specific things, then you can easily create a Search Folder to make this much easier. Go to the **Folder** tab and then select **New Search Folder**; you can select from a variety of templates and criteria, or create one yourself to find a specific topic or person who sent you an email. This folder can be found in your folders pane on the left side of the Outlook window.

Junk or Ignore unwanted email

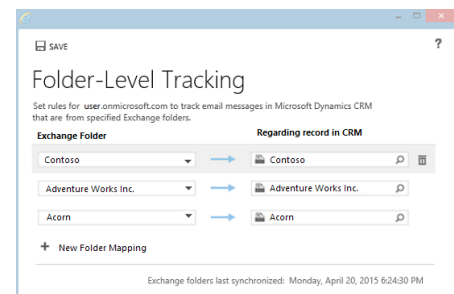
If you keep getting loads of unwanted emails from a specific sender that you can do without, then by selecting **Junk E-mail Options**, you can specify to blacklist their email address, their entire domain (not possible for @semo.edu accounts), or even entire countries. If the sender is legitimate but the conversation or email is not important, you can select **Ignore** to block the conversation without permanently blocking the individual.

Instantly create new emails and appointments

The easiest way to create a new email or appointment is by right clicking on the **Outlook icon** on the taskbar and then simply selecting one of the shortcut actions to create any sort of new item.

Manage read receipts

If you send out lots of email messages and wonder if the person you sent them to has ever looked at them, then you can easily set up a read receipt to be sent to you when said person reads your email. By clicking on the **File** tab, opening **Options**, selecting the **Mail** view and finding the **Tracking** section, you can choose whether you want read receipts or even delivery receipts to show that they have received the email, but have not read it yet.

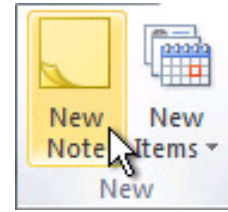


Time zones

If you travel for work, you may know the frustration of meetings and appointments showing up under the wrong times depending on your local time in Outlook. Under **File**, then **Options**, and **Calendar**, you will find the option to set your local time zone. Once this has been set, the calendar appointments should now show under the correct time.

Post-it notes

Outlook includes a built-in stick note system when pressing **Ctrl+Shift+N** to create a new note. This can be positioned anywhere on the screen in a pale yellow by default that can be assigned under categories to switch the color. This is an easy way to keep up with items you want to keep on the screen at all times so you do not forget about them.

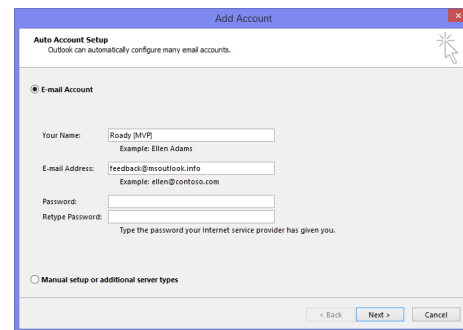


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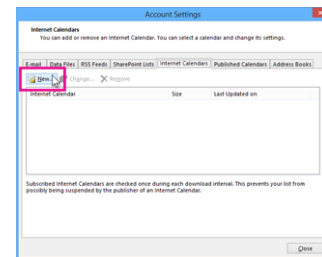
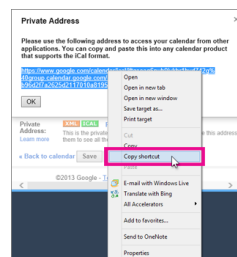
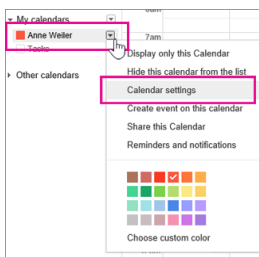
Access your personal email within Outlook

In order to add a personal mailbox to your Outlook, just click on the **File** tab, click on **Add Account** to begin the process of adding your other email account. If you are adding a Gmail or Yahoo email account, please refer to their instructions on adding the account as either an IMAP or POP account.



Sync Google Calendar with Outlook

In Outlook, you can sync multiple calendars at once by selecting your **Calendar Settings**, clicking on **Private Address**, then going to **ICAL** to obtain the URL of your calendar's ICAL feed. In Outlook, click on **File**, **Account Settings**, click on the **Internet Calendars** tab and then paste the URL for the calendar. After a few minutes, it will begin updating with all of your Google Calendar info.





INTERVIEW w. IT AVP FLOYD DAVENPORT

Episode #1

by Todd Williams, User Services

Podcasts, have been around for over a decade, but have recently seen a resurgence in popularity. By definition, a podcast is an episodic series of digital audio or video files, which a user can download and listen to. At least 112 million Americans have listened to podcasts, with 67 million listening at least monthly.

Southeast's Information Technology recently launched the first episode of its very own podcast, featuring a conversation between IT Assistant Vice President Floyd Davenport and Help Desk Supervisor Todd Williams.

The purpose of this episode is two-fold:

1. Discuss IT related topics including: the AVP's first year at Southeast, governance of campus technology, IT survey results, and technology goals.
2. Demonstrate new podcasting equipment available for student, faculty and staff use at the Multimedia Lab in Dempster Hall.

The IT Podcast can be found at <http://semo.edu/it/podcast>.

We hope to produce more podcast episodes in the near future. Stay tuned!

"Podcast." Wikipedia, Wikimedia Foundation, 5 Oct. 2017, en.wikipedia.org/wiki/Podcast.

"The 11 Critical Podcast Statistics of 2017." Convince and Convert: Social Media Consulting and Content Marketing Consulting, 15 Mar. 2017, www.convinceandconvert.com/podcast-research/the-11-critical-podcast-statistics-of-2017/.

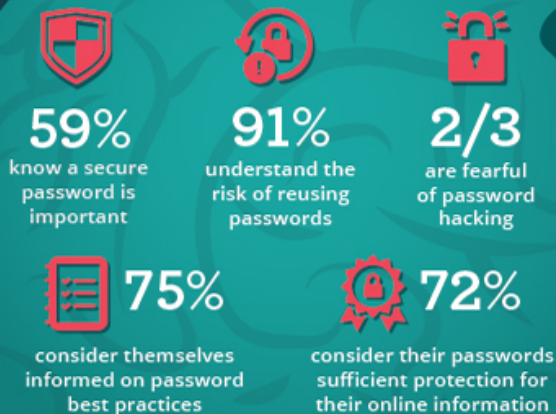
THIS IS YOUR BRAIN ON PASSWORDS

Does the theory of cognitive dissonance also apply to our digital behavior? **You know it's bad for you, but you do it anyway.** Although major breaches continue to make headlines, we have not changed how we protect our digital life.

Cognitive Dissonance is the psychological conflict resulting from an individual performing an action that is contradictory to their beliefs, idea or values.

WHAT YOU KNOW

YOU UNDERSTAND WHAT GOOD PASSWORD BEHAVIOR SHOULD LOOK LIKE...

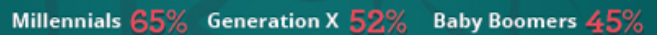


WHAT YOU DO

...YET YOU CONTINUE TO EXHIBIT POOR PASSWORD HABITS



HOW DOES YOUR GENERATION STACK UP?



THE STRONGEST PASSWORDS ARE CREATED FOR:



?!
#1 reason people change their passwords is because they forgot it.



YOU RELY ON PERSONAL INFORMATION TO CREATE AND REMEMBER YOUR PASSWORDS

WOMEN ARE MORE AFRAID THAN MEN



EASY-TO-CRACK INFO USED TO CREATE PASSWORDS



WHAT YOU REMEMBER

WHY YOUR PERSONALITY WILL GET YOU HACKED

When it comes to online security, your personality type does not inform your behavior, but it does reveal how you rationalize your bad password habits.

TYPE A

Bad password behavior in Type A personalities stems from their need to be in control. Even though they reuse passwords, they don't believe they are personally at risk because of their own organized system and proactive efforts.

CONTROL



35% reuse because they want to remember all passwords

DETAIL-ORIENTED



49% have a personal "system" for remembering passwords

DELIBERATE



2/3 are proactive to help keep personal info secure

DRIVEN



86% having a strong password makes you feel like you're protecting yourself and your family

TYPE B

Type B personalities rationalize their bad behavior by convincing themselves that their accounts are of little value to hackers. This enables them to maintain their casual, laid-back attitude toward password security.

NONCHALANT



45% believe your accounts aren't valuable enough to make them worth a hacker's time

LAID BACK



43% prioritize a password that is easy to remember over one that is secure

FLEXIBLE



1/2 feel that you need to limit your online accounts and activities due to fear of a password breach

PREOCCUPIED



86% feel other things outside of a weak password could compromise your online security

DON'T JUST RESET YOUR PASSWORD, RESET YOUR THINKING

Managing your passwords properly can be a quick behavioral adjustment that can yield long-term benefits.

LastPass

REGARDLESS OF YOUR PERSONALITY TYPE, LASTPASS CAN HELP YOU MANAGE YOUR PASSWORDS IN A CONVENIENT AND SECURE WAY.
[LASTPASS.COM](https://lastpass.com)



PRIVACY TIPS

RESPECTING PRIVACY SAFEGUARDING DATA ENABLING TRUST

9 OUT OF 10 ADULTS

feel consumers have lost control over how personal information is collected and used by companies.¹

HACKERS HAVE EXPOSED
the personal information of...

110 MILLION AMERICANS

(roughly half of the nation's adults) in the last 12 months alone.²

6 OUT OF 10 AMERICANS

"would like to do more" to protect their personal information online.³

Though companies, email providers and retailers should take on responsibility to respect privacy and safeguard data, individuals can protect their personal information in the following ways:

PERSONAL INFORMATION IS LIKE MONEY. VALUE IT. PROTECT IT.



THINK BEFORE YOU ACT:

Be wary of communications that implore you to act immediately, offer something that sounds too good to be true or ask for personal information.



GET TWO STEPS AHEAD:

Switch on two-step verification or multi-factor authentication wherever offered to prevent unauthorized access.

SHARE WITH CARE



WHAT YOU POST CAN LAST A LIFETIME:

Before posting online, think about how it might be perceived now and in the future and who might see it.



OWN YOUR ONLINE PRESENCE:

Set the privacy and security settings on web services and devices to your comfort level for information sharing. It's ok to limit how and with whom you share information.



BE AWARE OF WHAT'S BEING SHARED:

Be aware that when you share a post, picture or video online, you may also be revealing information about others. Be thoughtful when and how you share information about others.



POST ONLY ABOUT OTHERS AS YOU HAVE THEM POST ABOUT YOU:

The golden rule applies online as well.



 @DataPrivacyDay  /DataPrivacyNCSA

1 Pew Research 2 Ponemon Institute 3 Pew Research

www.staysafeonline.org/dpd



PASSWORD RESET

1 Navigate to the website <http://reset.semo.edu>.



2 Enter your SE Key Username.

SE Key:

STUDENT ID:

Pin:

3 Enter your SEMO Student ID number.

SE Key:

Southeast ID:

Pin:

4 Your PIN will be your two digit day and two digit year of your birth (not the month).

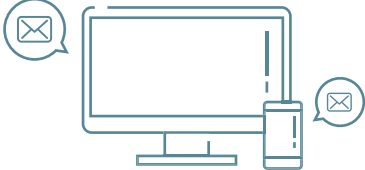
SE Key:

Southeast ID:

Pin:


5 Select Submit.

6 Select to either receive a text message to the phone number or an email to the address listed on file.




7 Select Submit.

8 If there is any issue with this not working, please contact the IT Help Desk at 573-651-4357.



9 If the email and phone number need to be changed on the portal, please see the "Need help? Click here" for a tutorial on changing the email and phone number through the portal once logged in.





SOFTWARE DEADLINES

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

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

- The current version for SPSS is 24. If you have a version older than 23 or 24, contact the I.T. Help Desk (x4357 or helpdesk@semo.edu) to request the updated version.
- Please share with your faculty the access and availability of several computer labs, provided by Information Technology, for the occasional use of class teachings. The reservation labs can be reserved by contacting the IT Help Desk at x4357. Details on reservations can be obtained by visiting <http://www.semo.edu/it/itcomputerlabs/reservable-labs.html>.
- Note: The IT Open Computer Labs are not classified, nor funded, as teaching or academic labs.

Get your head out of the clouds. Know there are hackers stalking your **data**.



Not every cloud is user friendly. Only connect to **secure WiFi** networks.



SOUTHEAST MISSOURI
STATE UNIVERSITY • 1873





BASIC STEPS TO ONLINE SAFETY AND SECURITY

As an end user of technology, you can take precautions to stay safe and secure online! Follow these six National Cyber Security Alliance recommendations to better protect yourself online and make the Internet more secure for everyone:

1. Fortify each online account or device.

Enable the strongest authentication tools available. This might include biometrics, security keys, or unique one-time codes sent to your mobile device. Usernames and passwords are not enough to protect key accounts such as e-mail, banking, and social media. malware.

2. Keep a clean machine.

Make sure all software on Internet-connected devices – including PCs, laptops, smartphones, and tablets – are updated regularly to reduce the risk of malware infection.

3. Personal information is like money. Value it. Protect it.

Information about you, such as purchase history or location, has value – just like money. Be thoughtful about who receives that information and how it's collected by apps or websites.

4. When in doubt, throw it out.

Cybercriminals often use links to try to steal your personal information. Even if you know the source, if something looks suspicious, delete it.

5. Share with care.

Think before posting about yourself and others online. Consider what a post reveals, who might see it, and how it could be perceived now and in the future.

6. Own your online presence.

Set the privacy and security settings on websites to your comfort level for information sharing. It's okay to limit how and with whom you share information.

Source: Vogel, Valerie. "June 2017: Basic Steps to Online Safety and Security." Security Matters, Educause Review, 29 Nov. 2016, er.educause.edu/blogs/2016/11/june-2017-basic-steps-to-online-safety-and-security.

“The Internet is a powerful and useful tool, but in the same way that you shouldn’t drive without buckling your seat belt or ride a bike without a helmet, you shouldn’t venture online without taking some basic precautions.”

This is an important reminder from the National Cyber Security Alliance that cybersecurity is everyone’s responsibility as an individual and a member of our ever-growing online community. Here are some tips to keep in mind as we work together to create a better, safer digital world for others and ourselves.

Own your online presence. To keep yourself safe, set privacy and security settings on web services, apps, and devices to your comfort level. You do not have to share everything with everyone. It is your choice to limit what (and with whom) you share personal information.

Be a good digital citizen. The things that you would not do in your physical life, do not do in your digital life. If you see crime online, report it the same way that you would in real life. Keep yourself safe and assist in keeping others safe on the Internet.

GOOD CYBERCITIZENS MAKE THE INTERNET A **SAFER** AND **BETTER** PLACE



Respect yourself and others. Practice good netiquette, know the law, and do not do things that would cause others harm. The Golden Rule applies online, as well.

Practice good communications. Never send an e-mail typed in anger. Put it in your draft folder and wait. Keep in mind that digital communications do not give the reader the same visual or audio cues that speaking in person (or by video or phone) does.

Protect yourself and your information. Use complex passwords or passphrases, and don’t reuse the same password or variations of a simple phrase. Better yet, enable two-factor authentication or two-step verification whenever possible.

ALEXA THE SPY

By Aaron Alter, User Services

The Amazon Echo speaker is an incredible piece of technology that offers new ways to do various things. You can call an Uber to your location, order a pizza anyway you want it, or even ask it something as simple as asking what time it is. In order to do this, you have to say the magic word, “Alexa,” before the device will hear your command. But what if it is always listening and someone is on the other end recording this personal information? The idea of a stealthy listening device does not initially seem alarming, but when you consider the information someone could be recording and what device he or she are recording from, you may need to think again.

Sure, simply asking the time may not be a query that would concern you if someone accessed this information, but what if your family is going through tough times and you have to ask for the number for a bankruptcy lawyer; this is something that you may not want to share with others. Luckily, Amazon keeps these searches confidential and only you can access the call log from the Alexa app located on your mobile device.

A security researcher in the UK, Mark Barnes, MWR Labs, just published instructions on hacking an Amazon Echo device, specifically the first larger model with built-in speakers. In order to hack this, the third party would need physical access to the Echo device. There are sixteen debugging pads on the bottom of the Echo; these are electrical connectors that allow access to boot the device from an SD card. If a short script is run from the SD card, then it can be set to listen to microphones at all times and have the resulting data sent to a remote location. Mr. Barnes’ goal was all to show that the Amazon Echo has a vulnerability.

If you think you are safe because your Echo device is located at home or in the office, think again about how insecure this is. You must now ask yourself who has access to these locations when you are not there? There is a bigger threat looming for travelers; many hotels are beginning to place Echo devices in all of their rooms. Consider the benefit of having an electronic concierge right at your fingertips. The Marriott hotel has plans to place these devices in their hotel rooms, as does the Wynn Las Vegas hotel. Considering the amount of foot traffic throughout the building and rooms, it is often impossible to limit access to the devices. Combat this problem, just press the mute button on the top of the device or simply unplug it.



Don't fret just yet, not all Echo devices are able to be hacked; the smaller hockey puck sized Echo Dot does not have the debugging pads on the bottom so there is no way to push hacking software into the Dot. This vulnerability has since been removed from new Echo devices manufactured in 2017.

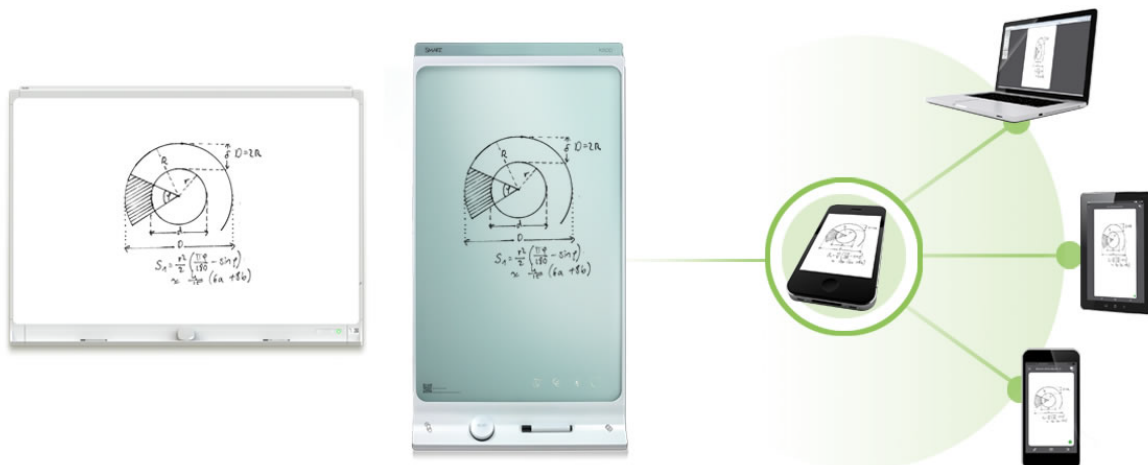
Beware, also, of other Smart connected hardware. New hacks will occur and new defenses will need to be pushed out to deal with these problems; there are no guarantees your data will be 100% safe. Keep the advice from an Amazon spokesperson handy; obtain your Echo directly from reputable sources such as Amazon's website or other large technology chains, not a third-party seller. Also, make sure to apply the latest updates when they are released. You will be the first line of defense to protect your data and devices from hackers.

Source: Rash, Wayne . "Your New Virtual Assistant Can be Turned Into a Spy in Residence." Security, EWeek, 2 Aug. 2017, www.eweek.com/security/your-new-virtual-assistant-can-be-turned-into-a-spy-in-residence. Accessed 8 Aug. 2017.

Welcome to the future of whiteboards.



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Two Shout-out Awards Assigned to IT Staff

by Martha Henckell, User Services

President Carlos Vargas recently presented Southeast Shout-Out awards to two Information Technology staff members. Congratulations are extended to John Adams, networking specialist, and Ron McAdams, networking specialist II.

Adams was nominated by Pam Blaylock, administrative assistant for the Controller's Office, for his communication skills and commitment to resolving equipment issues, particularly with a copier.

McAdams was nominated by Gretchen Grojean, assistant director for event services and scheduling, for his positive attitude, knowledge and dedication while installing new software and resolving transition issues in ID Services.

Southeast Shout-Out awards celebrate University employees who put forth the extra effort to help, challenge and inspire students, and do whatever it takes to get the job done while encouraging others.

▼ Ron McAdams and President Vargas, right



▲ John Adams and President Vargas, right



Excerpts reprinted from: "Vargas Presents Three Southeast Shout-Out Awards." Southeast Missouri State University News, 1 Sept. 2017, news.semo.edu/vargas-presents-three-southeast-shout-out-awards/. Accessed 26 Sept. 2017.

I.T. Pet Match!



Phils



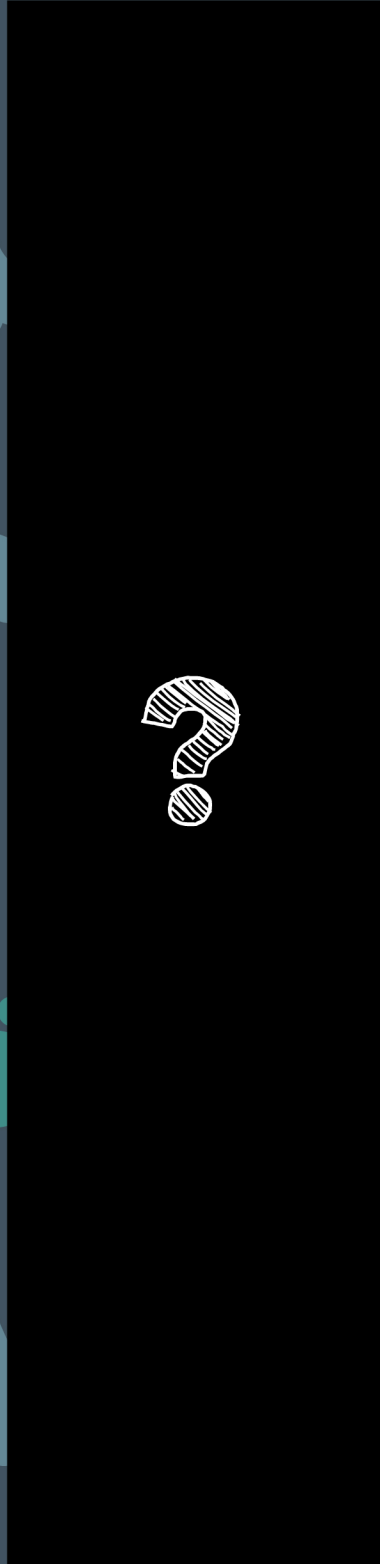
Zexuan



Aaron



Brian



Mass Media Launches MacBook Laptop Initiative



- Dr. Karie Hollerbach, Ph. D.
Professor of Mass Media

“This is the best class that I have had this week.”

This commentary came from one of the Department of Mass Media’s multimedia journalism students after having spent time collaborating in class with fellow students, all of whom were using and leveraging the power of a common device in the classroom: a MacBook laptop.

Three years in the making, the MacBook laptop initiative in Mass Media launched with the start of the Fall 2017 semester. The department’s four curricular options (advertising, multimedia journalism, public relations, and tv/film) have had a strong technological base since the department’s inception in 1983. In order to adequately prepare students to work in the media industries, teaching students how to use technology as part of their storytelling skill set is an inherent part of what we do. Advertising students learn to tell the brand’s story. Multimedia journalism students learn to tell the news story. Public relations students learn to tell the company’s story. TV/Film students learn to tell the client’s story.

Transitioning to a common device platform for both students and faculty alike has provided a powerful set of integrated tools to improve our storytelling. The MacBook laptop comes with the iWork and iLife software suites included. The iWork tools (Pages, Numbers, and Keynote) give students document, spreadsheet, and presentation capabilities. The iLife tools (iMovie, iPhoto, and GarageBand) give students media creation, editing, and publishing capabilities. Content created in the software suites can flow seamlessly between them. Students can also collaborate in real time utilizing the AirDrop feature on

the laptops to send content wirelessly to one another.

The content creation and integration power of the Macintosh computer contributes to its widespread use in today’s professional media world. By using them in the classroom, our students are now gaining a competitive edge before they enter the workplace. For Mass Media, the MacBook laptop was the best choice for a common device platform.

Is the adoption of a common technological device something your academic department should explore further? Please consider these words of wisdom as you begin your journey.

Discuss the idea as a faculty body. Talk through all of the pros and cons. Vote to see if there is active support for such an initiative. Adopting a common device platform means that everyone must be on board and committed to its success.

Take an inventory of how a common device could specifically be used in each class in your department. How could current teaching and learning be improved? What new things could you do in the classroom if everyone had the same device platform to work from?

Use what is found from the inventory to develop a statement of intent that captures what the department wants to do with a common device platform. Mass Media’s statement is

“Mass Media students will use their MacBook laptop to create a personalized learning experience in a collaborative work environment in order to develop critical 21st century media storytelling skills.”



Select a device that can serve your statement of intent, but do so with the advice and assistance of your campus partners. Talk with members of the Office of Instructional Technology (OIT). Talk with members of the Office of Information Technology (IT).

Develop a comprehensive written plan that incorporates: the inventory, the statement of intent, the device description and all of the following items: breadth and depth of faculty training on the utilization of the device; coordination efforts needed with other campus units such as Admissions, the Advising Centers, IT, OIT, the Registrar's Office, and Student Financial Services; an outline of the communication to students and the campus about the initiative; and a timeline for implementation that includes securing the necessary administrative approvals, faculty training, coordination efforts, and

the initiative roll-out schedule.

The faculty in Mass Media began a common device discussion in Fall 2014 and secured final administrative approval in Fall 2015. The faculty began training in Summer 2016. Incoming freshmen were notified at First Step beginning in Spring 2016, and current students were notified by letter in Summer 2016. Information was first posted on the department's website in Summer 2016 at this address: <http://semo.edu/massmedia/academics/pro-on-the-go.html>.

Students arrived to our classrooms with MacBook laptops in hand on August 21, 2017. And, just three weeks into the semester, students were already commenting favorably on the value of their enhanced classroom experience.

A Return Home



After 13 years, four prior IT computer lab assistants returned for a visit during Southeast's 2017 Homecoming weekend. From left to right: Mayank Chadha, Josh Fonseca, Aman Malhotra, and Bhuvan Wadhwa are pictured with Martha Henckell, IT Director of User Services.

Guard Your Privacy When Offline or Traveling

Planning a fall or winter vacation? People are frequently more vulnerable when traveling because a break from their regular routine or encounters with unfamiliar situations often result in less cautious behavior. If this sounds like you, or someone you know, these five tips will help you protect yourself and guard your privacy.

1 Track that device!

Install a device finder or manager on your mobile device in case it's lost or stolen. Make sure it has remote wipe capabilities and also protects against malware.

2 Avoid social media announcements about your travel plans.

It's tempting to share your upcoming vacation plans with family and friends, but consider how this might make you an easy target for local or online thieves. While traveling, avoid using social media to "check in" to airports and consider posting those beautiful photos after you return home. Find out how burglars are using your vacation posts to target you in this [infographic](#).

3 Traveling soon?

If you're traveling with a laptop or mobile device, remove or encrypt confidential information. Consider using a laptop or device designated for travel with no personal information, especially when traveling out of the country.

4 Limit personal information stored on devices.

Use a tool like Identity Finder to locate your personally identifiable information (e.g., SSN, credit card numbers, or bank accounts) on your computer, then secure or remove that information.

5 Physically protect yourself and your devices.

Use a laptop lock, avoid carrying identification cards, shred sensitive paperwork before you recycle it, and watch out for "shoulder surfers" at the ATM.

worms HACKERS
 DATA filters **VIRUSES** USB SPAM
 MALWARE phishing catfishes
 THREATS standards shredding **RISK**
 remote servers MALICIOUS INSIDERS
 DDOS ATTACKS **FRAUD**
 ADWARE corruption
 data leakage **ONLINE**
 COMPLIANCE scrubbing
 SCAMS BOGONS
 CRACKING TROJANS
 webmail facebook
 ONLINE BANKING

KNOWLEDGE portable media PRIVATE INFORMATION PATCHES extortion
CYBERBULLYING **DESTRUCTION**
 confidentiality AUTHORIZATION authentication
 REDACTION SPYWARE **exploitation** ANTI-SPYWARE
WEB P2P FILE SHARING records accountability **BROWSING**
 virtual private networks illegal ONLINE shopping
 SOCIAL ENGINEERING espionage **PRIVACY**
 integrity REMEDIATION scrubbing **BOGIES**
IDENTITY THEFT strong passwords AUTOMATIC UPDATES
ANTIVIRUS digital copyrights
 TROJANS automatic updating CYBERSTALKING social networking
 PREDATORS **THEFT** DANGER online banking
 HTTPS **CYBERCRIME**
INFORMATION SECURITY

AWARENESS
 Protect yourself.

Fall 2017 Regional Campus Technology Days

Todd Williams,
User Services

The 2017 Fall Regional Campus Technology Day events were successfully held at the Kennett, Malden and Sikeston campuses on three consecutive Tuesdays - September 12th, 19th, and 26th respectively. The purpose of these events is to give Regional Campus students, faculty, and staff the opportunity to have hands-on technical assistance from Information Technology User Services personnel. This year IT staff were accompanied by Kris Baranovic, Instructional Designer for Center of Scholarship Teaching and Learning (CSTL).

This is the third year these events have been offered. Each day from 11 a.m. to 2:30 p.m., students, faculty and staff received assistance with tasks such as connecting to Wi-Fi, setting up email on their mobile devices and general technology questions regarding Office 365, accessing and/or using Moodle and Zoom.

While at the regional campuses, "fairy tale" security posters were updated, lab issues were resolved, and hands-on support was provided to office staff. The next Regional Campus Technology Day events will be held in January or February of the Spring 2018 semester. For more details regarding these events, follow the Help Desk on Facebook at <https://www.facebook.com/SEHelpDesk> or check the next issue of Tech Talk at <http://www.semo.edu/it/tech-talk>.

◀ CSTL's Kris Baranovic assists faculty member Pam Mills



Update Contact Information Alert

The Department of Public Safety and Department of Information Technology urge all Southeast students, faculty and staff to check and update personal and emergency contact information on file with the University.

Two important reasons necessitate that you keep your information up to date:

1. Communicating emergency information is a high priority of the University. Your current cell phone number listed will be accessed when the emergency notification system is deployed. The emergency notification system notifies you of campus emergencies, campus closings, weather warnings, and more.
2. When you have forgotten your password, and need to login to University systems, i.e., Moodle, email, etc., you will be able to reset your password 24/7 only if you have current information on file.

Updating your information is easy. Follow these simple steps each time your information changes.

Updating **Personal contact** information:

1. Login to <http://portal.semo.edu>
2. Select the **Student SS** tab
3. Select the **Update Addresses and Phone** link in the Personal Information box
4. Edit or add your cell phone number
5. Click **Submit Changes**

For more information about using the self-service password reset facility, visit <https://app.semo.edu/sekey/reset.asp>.

Updating **Emergency contact** information:

1. Login to <http://portal.semo.edu>
2. Select the **Student SS** tab
3. Select the **Update Emergency Contacts** link in the Personal Information box
4. Edit or add your phone numbers and addresses for your contacts
5. Click **Submit Changes**

For more information about Southeast University's emergency procedures, visit <http://www.semo.edu/dps>.

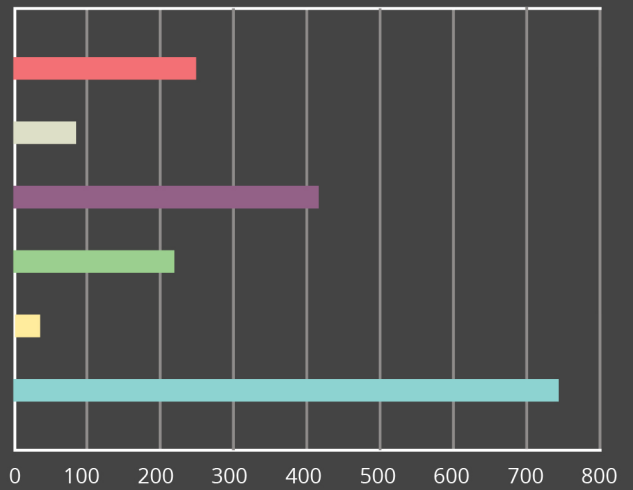
HELP DESK TICKET STATISTICS

Help Desk Tickets Opened

(8/1/2017 12:00 am - 9/30/2017 12:00 am)

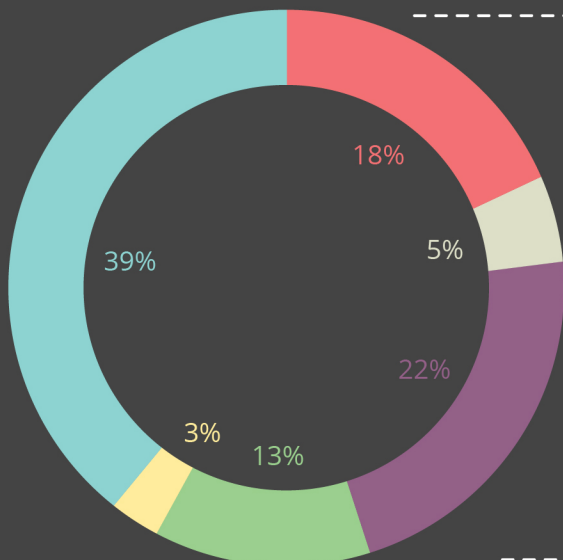
- Hardware
- Moodle/OIT
- Network
- Software
- Tech Pack
- User Request

Hardware	252
Moodle/OIT	85
Network	411
Software	216
Tech Pack	42
User Request	749
TOTAL	1,760



Closed Tickets by Request Type

(8/1/2017 12:00 am - 9/30/2017 12:00 am)



Hardware	345
Moodle/OIT	90
Network	411
Software	253
Tech Pack	52
User Request	746
TOTAL	1,897

SPRING 2017 LOGIN SUMMARY

Information Technology Open Computer Labs recorded 141,113 total logins.

Location	# of Users	# of Logins
Crisp	534	3,951
Dempster	5324	21,192
Kennett	183	2,799
Kent	5,159	50,894
Magill	1,640	14,842
Malden	95	1,061
Merick	973	9,475
River Campus	328	2,806
Sikeston	373	3,663
Towers	2,612	30,430

LABSTATS

LabStats is a software solution for tracking computer login usage.

- Of the 10 IT Open Computer Labs there were 7,410 unique users.
- 88.4% of the combined undergraduate and graduate FTE students used one or more IT Open Computer Labs
- Three-Year Enrollment Report. (2017, October 19). Retrieved from http://semo.edu/pdf/4_Week_Enrollment_Spring_2017.pdf

LabStats is a software solution for tracking computer login usage.



Lenny Burford

Manager: PC Networking and Maintenance

If you haven't met Lenny Burford, Information Technology's PC Networks and Maintenance Manager, you have missed out on quite the character. Besides providing the very best technology information and guidance, Lenny can fill you in on home remedies, work-arounds, and life's little shortcuts. If you need advice on remodeling your home, barn, or shed, Lenny is your go-to guy. If you want to learn how to take a car apart and not put it back together again, but still have all of the parts 20 years later, well, Lenny is your man.

Having earned a bachelor's degree at Southeast in Electronics Communications, with a Physics minor, may have contributed to most of Lenny's professional talents, but his thrill of adventure and thirst for knowledge on all subjects provided this Benton, Missouri native a well-rounded education.

Lenny's degree and interest in computers led him to accepting a Network Specialist position with Southeast in 1996. In the past 21 years, Lenny has witnessed great advancements in technology at Southeast. Both exciting and challenging was starting his position when the current networking infrastructure was at its infancy. With the planned network upgrades, that cycle is about to begin again.

Being in his position, Lenny spends a great part of his day solving problems for the users and supporting his staff. According to Lenny, "It's the daily challenges, with each day being different from the last one, though, that make this job interesting." Pondering this a bit longer, Lenny acknowledged that staying on top of new and emerging technology is always fascinating as well.

Even with an impending retirement date set for January 31st, 2018, Lenny and his family will always be a part of the Southeast campus. Jane, Lenny's wife, attended Southeast many years ago, and by 2020, their three children will all be Southeast alumni. Janessa Buhler (daughter) earned a double engineering degree and is currently an Aerospace Technologist for NASA in Cape Canaveral, Florida. Nathan (son) earned a double engineering degree from Southeast, a Ph.D. from the University of Arkansas, and is employed by Watt Glass in Fayetteville, Arkansas. Matthew (son) is currently a sophomore at Southeast and is majoring in International Business. In 17 short years, with the enrollment of grandson Carlin, it's possible that the next generation of Burfords will join the ranks as a Southeast graduate.

Winners in Washington

by Belvin Paul, User Services

Keeping users informed of available campus technology, enhancing Information Technology communication across campus, as well as increasing knowledge and interest in technology were all lofty goals of the IT User Services staff. In an effort to meet these objectives, Tech Talk, a quarterly IT newsletter was conceived and is now recognized as award winning.

Earlier this month, four blocks from the Puget Sound in Seattle, Washington, Dr. Martha Henckell and Paul Belvin were presented the communications award for Best of Category for a Print or Electronic Computing Newsletter. In addition to this recognition, a poster session allowed the winners an opportunity to speak directly with attendees representing universities and colleges

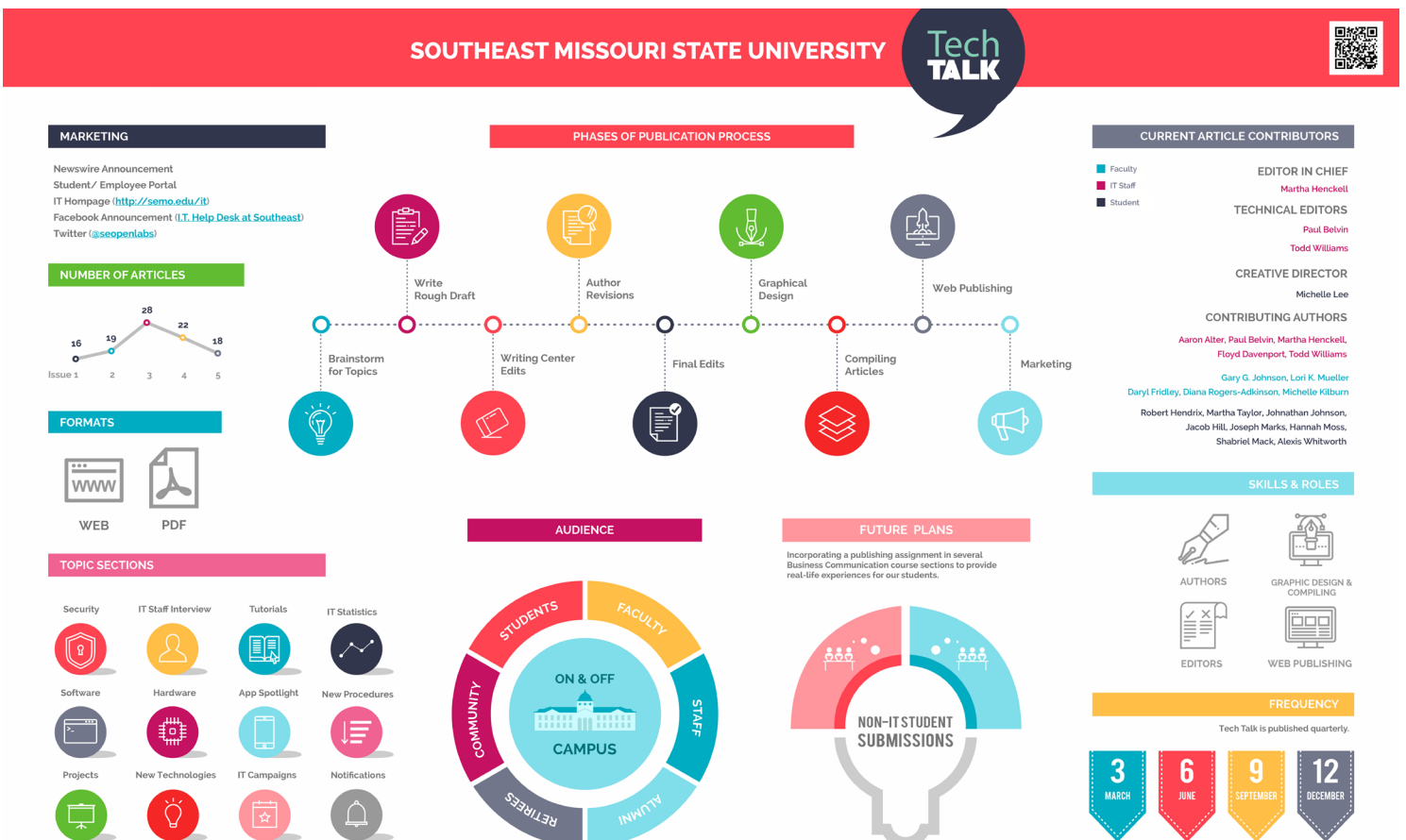
from the United States and abroad.

It was acknowledged at the awards presentation and during the poster session that Tech Talk is a collaborative effort between our students, faculty and staff. Without this collaboration, Tech Talk would be nonexistent in its current form. Current and past contributors are students: Alexis Whitworth, Joseph Marks, Jacob Hill, Robert Hendrix, Shay Mack, Hannah Moss and Martha Taylor; faculty: Dr. Michelle Kilburn, Dr. Daryl Fridley, Dr. Diana Rogers-Adkinson, Dr. Gary Johnson and Dr. Lori Mueller; staff: Dr. Martha Henckell, Floyd Davenport, Aaron Alter, Todd Williams and Paul Belvin. Our student worker, Michelle Lee, who is currently pursuing a degree in graphic design, is responsible for creating the graphic

and design layout of the newsletter.

SIGUCCS is the Special Interest Group on University and College Computing Services and is comprised of Information Technology professionals in higher education who are devoted to using technology to foster discovery and learning. SIGUCCS is one of 37 Special Interest Groups of the Association for Computing Machinery, the world's largest educational and scientific computing society.

To help you stay abreast on the waves of technological change, Tech Talk issues are archived and can be viewed at <http://semo.edu/it/tech-talk/index.html>. IT encourages you to review the informative and exciting articles based on technologies used by us all.





TECH TREK

TECHNOLOGY PROJECT TIDBITS
AND HIGHLIGHTS

Computer Systems and Database Administrator

Both the computer systems and database administrator staff members are busy researching and testing the Oracle databases and Banner systems in preparation of the new Banner upgrade to version 9. Our current Administrative system platform (Oracle Forms) will no longer be supported by Oracle at the end of 2018. Members of this group have been busy installing/testing the new architecture that will replace Oracle forms. In addition, an enhanced Degree Works system upgrade is also in progress. Plans are to install this latest version in production during the week of Thanksgiving.

Media Services

Media Services is now a division of the Department of Information Technology.

New remotes were provided in ITV rooms, making for easy classroom setup.

The Three Rivers campus gained room 208 as an ITV classroom.

PC Networking and Maintenance

Relocations of several departments in the newly renovated Grauel and Cape Community College (CCC) required hardware set-up services of the PC Networking and Maintenance staff.

Work continues on the ITC computer replacements. Computers (CPUs) for all faculty, staff, student workers, and graduate assistants are replaced every 4-5 years. Standard CPUs currently have 13 processors and 8 GB memory. Tag numbers or extensive hardware issues determine replacement priority. As resources become available, IT will replace machines in the tag number range of 169XXX-171500.

ITC Replacement. There are several rules that affect ITC replacement. ITC designated funds will not replace:

- Computers for grant or auxiliary funded positions
- Monitors/displays
- Laptop purchases, unless it is for a device used in lieu of a main computer. Only the current contracted base computer price will be applied toward that purchase.

If you have additional questions regarding this process, contact the IT Help Desk at helpdesk@semo.edu.

Programming and PC App Specialists

In an effort to meet the challenge of today's workforce, a modern travel and expense report and management software solution was purchased through Ellucian. The Chrome River project began in August 2016 and is scheduled to go live on October 26, 2017. The finance departmental staff will offer trainings sessions.

Reports and web pages are being developed to assist with mentoring programs for the area community colleges. In conjunction with the Web Communications team, development is underway for Digital Bulletin. This product will display Banner course catalog information in a more dynamic and user-friendly web format.

Technical Services

SoutheastGameNet, the wireless networking solution that provides access for game consoles, is now available. This network has been deployed across ResNet.

A campus-wide network upgrade is currently in progress and will continue over the next three years. See the IT Strategic Plan, <http://semo.edu/it/strategicplan/projects.html>, for additional details.

Telecommunications

In July, Telecommunications staff began their portion of the network infrastructure upgrade, consisting of replacing CAT5 networking cable that could handle up to 100 Mb speeds, with CAT6, that can handle Gb speeds. This project will encompass the entire campus, with a projected completion date of March 2020.

The final two new Greek houses, along with the newly renovated Grauel, were outfitted

with wiring, phone, data, cameras, and indoor warning system connections.

DPS teamed up with Telecommunications to implement the Everbridge Emergency Alert System.

User Services

User Services staff provided technology support at the Welcome/Ask IT tents during the first two days of the fall semester.

Students, faculty, and staff were offered face-to-face and one-on-one support during Tech Days held at the Sikeston, Kennett, and Malden campuses in September.

The 2017 SIGUCCS communication award, "Best in Category: Computing Newsletter (Print or Electronic)," was bestowed upon User Services staff for the TechTalk quarterly newsletter. See article in this TechTalk issue for additional details.

For easier access to hundreds of informational pages, the IT website was redesigned. Hot Jar, a software solution that analyzes how visitors use our web site, reports the redesign was successful in optimizing site navigation and use.

All IT managed computer labs were upgraded with Windows 10, Office 2016, and solid-state disk (SSD) drives for performance.

ITC funds were awarded to the College of Business Department for the purchase of podcasting and GoPro camera equipment. To assist with this project, User Services staff developed instructional user guides, created and produced staff trainings, and set up the podcasting and Go Pro camera equipment and accessories in the Dempster Multimedia Lab.

I.T. Pet Match!



Phils



Zexuan



Aaron



Brian



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