



## Tech News May 2021

### Top News

**Upgraded Student Accounts module goes live in Athena:** The second of phased major upgrades to Athena was completed on May 1 with updates to the Student Accounts module in Athena. The Student Accounts module in Athena has a new look and feel and should be easier to navigate. This update also includes a new Estimated Tuition and Fee Assessment feature. This feature provides students with individualized tuition and fee assessment estimates in an effort to improve students' understanding of borrowing and reducing student debt. As further changes are developed, information will be shared with the university community, including faculty, staff and advisors via the ConnectUGA website, <https://connectuga.uga.edu/>.

**UGA Mobile App gets upgraded look and improved usability:** Over the next month, the UGA Mobile App will undergo upgrades to its look and controllability. The upgrades will improve scalability of the home screen and update the branding. The first phase of upgrades was completed in April, with users being able to arrange icons within the apps into customizable categories. In addition, an icon for logging into OneUSG Connect has been added, and the login experience for Athena has been simplified. Users who tap on the Athena icon in the app will now be redirected to their mobile browser for access to Athena. The second phase of upgrades, which is estimated to come through May and June, will involve a full change to improve the app's aesthetic with UGA-branded colors and affiliated photos. The official UGA Mobile App is currently available free to iPhone users with iOS 9.1 and above, or Android OS users with Android 7.0 and above. For more information, visit [mobileapps.uga.edu](http://mobileapps.uga.edu).

### IT Services in Action

**EITS services score high in customer satisfaction, ticket handling times:** EITS continued to improve in customer satisfaction and ticket handling times in 2020. Our staff responded to more than 111K incidents through the year and as a whole, scored 93% or better for all customer ratings. Ticket handling times also improved by more than 50 percent over 2019. The most common requests continue to be help with MyID accounts and passwords, ArchPass device enrollment and UGAMail help. Customer satisfaction is measured by surveys sent to a percentage of users who submit tickets. For more information on EITS services or information on how to contact our Help Desk, visit [eitshelpdesk.uga.edu](http://eitshelpdesk.uga.edu).

**Wireless equipment refreshes continue:** EITS Network Infrastructure has completed wireless network redesigns and refreshes in several key campus buildings. Wireless

equipment has been recently updated in Environmental Health Sciences, the Hoke Smith annex, Food Sciences, International Education, the Chemistry Annex, and Barrow Hall. Technicians are on track to complete wireless updates in the Law School and Dean Rusk Hall by the end of May. EITS performs these refreshes to replace aged and under-performing equipment, in turn providing a better end-user experience. These building refreshes and redesigns are funded by the Student Technology Fee, a fee that helps fund a variety of facilities and services on campus. To learn more, please contact Chris Fleming, [cfleming@uga.edu](mailto:cfleming@uga.edu).

**Wireless improvements planned for outdoor areas:** EITS is in the planning stages to improve the wireless performance in several outdoor areas in north and central campus, making it easier for students, faculty and staff to work and study outdoors. The \$417K project, funded by the Student Technology Fee, will include updates to the wireless infrastructure and access points servicing five outdoor areas: the Old College quad, the Main Library quad, Herty Field, the area in front of the Miller Learning Center and outdoor areas around Tate Student Center. EITS will start work this month, with plans to complete work on the Old College and Main Library quads by June; the remaining areas will be completed over the summer. To learn more, please contact Chris Fleming, [cfleming@uga.edu](mailto:cfleming@uga.edu).

**EITS participation in orientation:** In early April, the Office of Undergraduate Admissions announced that activities for 2021 New Student Orientation will follow a hybrid model, with mandatory online modules and optional in-person sessions through the summer. EITS has put together an informational video and helpful links to campus technology resources for the online orientation modules. The video can be viewed on our YouTube channel here: <https://youtu.be/nL3PQj4Pe1g>. Additionally, we will update our New to Campus website, [newtocampus.uga.edu](http://newtocampus.uga.edu), to include our new student checklist, information about using Zoom, and information about other campus technology. Incoming students and units participating in orientation who have questions about using Zoom or other campus technology can always contact our Help Desk at [helpdesk@uga.edu](mailto:helpdesk@uga.edu) or visit our website at [eitshelpdesk.uga.edu](http://eitshelpdesk.uga.edu).

### **Upcoming Changes and Maintenances**

**Upgrade to listserv services expected in May:** EITS will upgrade our listserv service on May 21. There will be minimal downtime for the service during this upgrade, and any emails sent to lists during the upgrade may be delayed. Once the upgrade is complete, list owners may notice some changes to the look and feel of the [listserv.uga.edu](http://listserv.uga.edu) interface. List subscribers should notice minimal changes. More information about these changes and the upgrade on our EITS Help Desk Knowledge Base at:

<https://confluence.eits.uga.edu/display/HK/Upgrade+to+listserv+services+expected+in+May>

**Teams to Replace Skype for Business:** As of July 30, Skype for Business will be retired by Microsoft. Teams is the recommended replacement for Skype for Business and is available to the UGA community for use. In preparation for this change, EITS will be providing

repeated communication to current UGA users of Skype for Business. Information on Microsoft Teams is available at [teams.uga.edu](https://teams.uga.edu).

**Qualtrics design changes coming soon:** Qualtrics has been working to improve their user experience and began rolling out the first design improvements on March 31, 2021. The improvements are part of a multi-year effort across the platform to make sure the product is easy to use, consistent, predictable, accessible and inclusive. For more information about these improvements, please visit [qualtrics.uga.edu](https://qualtrics.uga.edu).

**Fall network maintenance set for October 23:** EITS plans to conduct a network maintenance on October 23. Network maintenances are necessary to continue to support the network, allowing EITS to provide ample bandwidth and Internet capacity to the University in the future. We typically conduct large network maintenances twice a year, during which campus Internet and campus information systems are usually inaccessible. For questions, contact Mike Lucas at [mlucas@uga.edu](mailto:mlucas@uga.edu).

### **Campus IT announcements**

**Mission-Critical systems inventory:** The University System of Georgia (USG) requires an inventory of “Mission-Critical” systems every fiscal year. The inventory process requires the assistance of UGA’s Departmental Network Liaisons (DNLs) in reviewing and identifying critical systems by marking them correctly in the IP Management System ([proteus.uga.edu](https://proteus.uga.edu)). The USG IT handbook defines a Mission-Critical system as “a system which contains confidential or sensitive data” or “serves a critical and necessary function for daily operations.” The inventory process will begin May 5. If you are a DNL, please review systems in Proteus to ensure you have accurate information. Please keep in mind any new systems you may have implemented or decommissioned in the past year. Please appropriately document those changes in Proteus. You must complete this process by May 28. For more information, please contact Ben Myers at [bmyers@uga.edu](mailto:bmyers@uga.edu).

**Accounts with noncompliant passwords to be reset at end of May:** As part of the UGA community, it is our duty to have strong passwords for our UGA accounts. Strong passwords keep you and everyone at UGA safer from cyber criminals trying to steal information. The UGA password standard is 10 or more characters, including complex numbers and characters (capital and lower case). About 500 UGA MyID accounts, z-accounts, s-accounts and other departmental accounts have passwords which do not follow this standard, or are too common or easily guessed. Owners of MyID and z-accounts will receive several notices in April and May asking them to update to a more secure password. MyID and z-account owners will have until May 26 to update their password. After this date, MyID and z-accounts with noncompliant passwords or passwords that are easily guessed will undergo a forced reset. S-accounts and other departmental accounts are tied to departmental systems, so EITS is working with departmental network liaisons to ensure these passwords are secure. You can also check if your password has been compromised in a data breach here:

<https://haveibeenpwned.com/Passwords>. For more information, please contact Lance Peiper at [lpeiper@uga.edu](mailto:lpeiper@uga.edu).

## **Tech Tips**

**Zoom vs. Microsoft Teams- Comparing Video Chat Services Available at UGA:** While both are primarily used for virtual meetings and teleconferencing purposes, Zoom and Microsoft Teams both have their own distinct features that make them the better service in different scenarios. For one-time, short-term meetings, Zoom may be the better option. Zoom allows for up to 300 participants and has a user-friendly chat and screen-sharing tool. While it can also be used for stand-alone virtual meetings, Microsoft Teams has a more integrated platform that includes a productivity suite that allows document sharing, message threads, chat and more. However, there is a good amount of overlap in the features that both platforms share, such as recording abilities, live streaming, data security, and more. We encourage users to explore both options and choose the best tool for their meeting. Both are free to use for all eligible students, faculty and staff. Visit [zoom.uga.edu](https://zoom.uga.edu) and [teams.uga.edu](https://teams.uga.edu) to find out more.

**Zoom Best Practices for virtual special events:** In order to help decrease the risk of Zoom bombing, UGA faculty, staff and students are strongly encouraged to set up the following measures for any virtual special events, especially those which include individuals outside the university:

- Ensure the Meeting ID is automatically generated, and that the meeting has a password.
- Do not publicly post the Meeting ID and password. This includes posting to the UGA Master Calendar, which is public.
- Use the waiting room function to control when participants can join the meeting. The waiting room function is required for any participants who do not have a UGA MyID. EITS has turned on this function for all UGA Zoom accounts.
- Designate multiple hosts who will help manage the waiting room and eject participants who disrupt the meeting.
- Disable the “join before host” feature and limit screen sharing to the host.
- Consider requiring MyID authentication for the meeting, so only those with UGA MyID accounts can attend.

## **Other Technology News**

**Simpler Decommission:** In recent years, there has been a strategic effort to make the UGA Data Warehouse the source for institutional reporting. This strategy will help UGA focus resources to help ensure steady progress in enhancing our reporting infrastructure. As a continuation of this effort, the Simpler/EDU reporting tool will be decommissioned May 28 and the UGA Data Warehouse/Tableau reports will replace the functionality provided by

Simpler. Numerous discussions and meetings will occur with Simpler users to identify any remaining gaps and ensure solutions are in place before Simpler is decommissioned.