UNIVERSITY OF GEORGIA

Enterprise Information Technology Services

Technology News for March 2025

Top News

QuestionPro Survey Research Tool Launching March 17, 2025: QuestionPro will be the next enterprise survey research tool available to students, faculty, and staff free of charge. This platform includes tools for the creation, distribution, and analysis of surveys, along with tablet-based mobile research and data visualization. More information, including training resources and workshops for migrating Qualtrics surveys to the new platform, will be provided when QuestionPro is launched on March 17, 2025. All faculty and staff will have access to Qualtrics through December 2025 to provide time for this transition. For more information, visit https://eits.uga.edu/about/initiatives/survey_tool/questionpro/ or contact surveytools@uga.edu.

Qualtrics Transitioning to Cost-Sharing Program: Qualtrics will transition to a cost-sharing program where the University covers 50% of Qualtrics usage costs, while departments, schools, and colleges will be responsible for the remaining 50%, allocated according to their employees' continued use of Qualtrics. All current faculty and staff account holders will continue to have access to Qualtrics through December 2025, but only departments participating in the cost-sharing program will retain access in January 2026. Sample per-survey response rates and estimated annual fees have been provided to Deans and CBOs to aid in their evaluation of the continued use of Qualtrics. Departments that wish to pay for continued use of Qualtrics will be asked to opt in by May 1, 2025. For more information, visit https://eits.uga.edu/about/initiatives/survey_tool/qualtrics/ or contact surveytools@uga.edu.

Duo Multi-Factor Authentication for Retirees, Departmental, and Microsoft 365 Cloud Z-Accounts: Beginning March 7, 2025, retirees will use Duo Multi-Factor Authentication (MFA) to log into their UGA Microsoft 365 accounts, including UGAMail, from off-campus or untrusted networks. This update ensures that retirees are provided with the same protection as current students, faculty, and staff to help keep UGA accounts secure. Retirees received email and postal mail notices throughout February with instructions on how to use Duo. EITS will implement Duo for departmental MyIDs in April. Cloud z-account changes were implemented in February. For more information, contact Lance Peiper at lpeiper@uga.edu.

FY25 user access verification kicks off March 27, 2025: In preparation for the financial state audit for FY25, EITS will conduct a verification of all user accounts for several systems. Verification will kick off March 27, 2025, and will include Banner systems, the UGA Financial Management System, the UGA Budget Management System, OneUSG Connect and UGAJobs. Users with certain levels of access to these systems will be asked to verify their access, and supervisors will need to review and decide to approve or deny access for employees under their purview. All verification processes will be conducted in TeamDynamix and must be completed by May 1, 2025. For more information, contact Stacy Boyles at stacy.boyles@uga.edu.

2025 UGA Technology Survey to be Administered: The Vice President for Information Technology will administer the annual TechQual survey for UGA students, faculty, and staff this month. The survey will be sent to a random sample of students and employees. They will be asked to gauge the effectiveness of several technology services at the University, such as network connectivity, websites, administrative systems, and wireless services. The results of the TechQual survey are used to guide future IT initiatives at the University. For more information, contact Stacy Boyles at stacy.boyles@uga.edu.

Upcoming Dates:

- March 3-7: UGA Spring Break - No Classes
- March 4: UGA Staff Resources Fair
- March 7: Retiree Account Duo MFA Implementation for Microsoft 365
- March 10: GACRC Informational Webinar
- March 17: QuestionPro Launch
- March 27: UAV Kick-Off
- April 3: Withdrawal Deadline
- April 4-6: IDM System Upgrade
- April 4-18 Ticketed Registration

IT Services in Action

Review and Update Your DNLs by April 4, 2025: EITS is conducting its annual audit of Departmental Network Liaisons (DNLs) to ensure every school, college, and unit has designated contacts for network and security incidents. DNLs are IT professionals who serve as the primary contacts with EITS for network and security-related issues. In March, vice presidents, deans, department heads, and IT directors will receive a memo requesting that they review their assigned DNLs and make any necessary updates. Changes should be submitted via the Departmental Network Liaisons (DNL) form at https://uga.teamdynamix.com/TDClient/3190/eitsclientportal/Requests/ServiceDet?ID=54128, and confirmation that no updates are needed can be sent to infosec@uga.edu. Departments will have until April 4, 2025, to complete the audit in compliance with the University System of Georgia policies. EITS will conduct an online training session for all DNLs on Friday, April 18, 2025, with the time to be announced later. For more information, please contact Ben Myers at bmyers@uga.edu.

Teams Phone Available for Campus Units: EITS is now offering Teams Phone, a cloud-based, next-generation phone system provided by Microsoft. Teams Phone allows UGA employees to communicate and collaborate anytime, anywhere, on any device. Teams Phone integrates seamlessly with the Microsoft Teams application on your laptop, tablet, or mobile device, so all that calls, chats, calendar invites, and meetings can be accessed in one place. The campus telephone system will eventually transition completely to Teams Phone. EITS Telephone Services is contacting campus units and departments to plan their transitions to Teams Phone. Units can also initiate their transitions when they are ready. For more information, contact Steven Duffee at sduffee@uga.edu.

Transition from Omni CMS to Kaptiv8 WordPress by End of 2025: In 2023, EITS announced the transition from Omni CMS (formerly OmniUpdate) to WordPress, with WordPress provided by Kaptiv8 as the new centrally supported hosting vendor. The transition began in early 2024, and all sites currently on Omni CMS must migrate to Kaptiv8 WordPress or another website hosting platform by the end of 2025. To learn more about options for transitioning to WordPress, visit https://uga.teamdynamix.com/TDClient/3190/eitsclientportal/KB/ArticleDet?ID=158743. For more information, contact David Crouch at dave@uga.edu.

Changes and Maintenances

New USG Policy Impacting Historical eLC Courses: Beginning in July 2025, official eLearning Commons (eLC) courses that are at least five years old and were generated by Athena (UGA's student information system) will begin to be deleted from eLC. For example, courses taught in Spring of 2020 will be permanently and irreversibly removed from eLC in mid-July 2025. Older non-Athena courses will be removed from the system in November 2025. The Center for Teaching and Learning and Enterprise Information Technology Services personnel are actively engaging with the USG to prepare for these course deletions. Resources for instructors, including ways to archive historical course information from eLC, will be shared in March 2025, along with additional information about who to contact with questions and if you are in need of additional support.

Fall Biannual Network Maintenance Scheduled for November 2, 2025: The 2025 spring biannual network maintenance was successfully completed this past Sunday, March 2, 2025. The next maintenance is currently being planned for Sunday, November 2, 2025. EITS conducts biannual network maintenance in the fall and spring each year to support the network and provide ample bandwidth and internet capacity to the university. For more information, contact Rayid Tartir at rayid@uga.edu.

Automated Student MyID Clean-Up Under Way: In 2024, EITS automated the clean-up process for student MyIDs. This automated process runs once a semester; students who left university or graduated approximately a year ago will have their MyIDs and UGAMail addresses flagged for disablement and deletion. Alumni and former students who have their accounts flagged will receive two automated emails to their UGAMail address, alerting them that their account will be disabled and deleted soon. Account holders who are currently employed by UGA or are attending UGA for another degree program will not have their accounts removed. The first automated clean-up will kick-off March 3, 2025, with two notices to affected users. Accounts will be disabled in early April. For more information, contact Kristi Wall at kristi.wall@uga.edu.

IDM System Upgrade Scheduled for April: EITS will upgrade the Identity Management System the weekend of April 4-6, 2025. Work will begin on Friday and last until Sunday. During the upgrade, identities will not be created or modified. This upgrade will not impact the ability to log in to systems using a MyID and password. For more information, contact Kristi Wall at kristi.wall@uga.edu.

Campus IT

FY26 Learning Technology Grants: The Center for Teaching and Learning (CTL) Learning Technologies Grants (LTG) program aims to enhance teaching and learning at the University of Georgia through the innovative use of technology. Up to $25,000 per project is available to support work aimed at developing, implementing, and evaluating the use of technology to positively impact student learning. Grants should be submitted by April 7, 2025. To submit

your grant, visit https://ugeorgia.ca1.qualtrics.com/jfe/form/SV_3pEN62rccB7bzLg. For more information, visit https://ctl.uga.edu/grants-recognition/learning-technologies-grants/ or contact LearnTech@uga.edu.

GACRC Buy-in program for FY25: The Vice President for Information Technology is continuing a program to encourage faculty to access dedicated computing resources on the research cluster of the Georgia Advanced Computing Resource Center (GACRC). This program was offered in FY24 and has been extended to FY25 with an additional $250,000 commitment of matching funds from the Vice President for Information Technology. For more information, including details about the buy-in program, contact Guy Cormier at gcormier@uga.edu.

Research Computing Webinar Series Continues in March: The Georgia Advanced Computing Resource Center (GACRC) supports research computing at UGA by providing access to high-performance computational resources. To enhance awareness and understanding of these resources, EITS Research Computing personnel are hosting a series of informational webinars this spring. The first webinar, held on Monday, February 24, provided researchers with an overview of GACRC's infrastructure and support services, available computing resources, and the process for obtaining a user account on Sapelo2, UGA's high performance computing cluster. A second session, covering the same material, will be offered on March 10, 2025, at 11:00am via Zoom. To register for this webinar, please visit https://zoom.us/webinar/register/WN_JqVQq3jpSMWNpS-V0hpkuQ. For more information, contact Dr. Alan Dorsey at atdorsey@uga.edu.

Tech Tips

EITS participates in annual Staff Resources Fair: Earlier this week, EITS participated in the 6th Annual Staff Resources Fair. This event was a wonderful opportunity for staff of UGA to engage with departments across campus and learn about their respective resources and opportunities. This year's event featured participants from several UGA units and departments. EITS offers an array of tools for staff, including UGAMail, MyIDs, wireless networks, technical assistance and much more. For more information about IT resources for staff, visit newtocampus.uga.edu.