



# THE EAGLEWIRE

BRINGING YOU THE LATEST NEWS AND TIPS TO ASSIST YOU WITH YOUR TECHNOLOGY NEEDS DURING YOUR TIME AT AMERICAN UNIVERSITY.



OFFICE OF INFORMATION TECHNOLOGY

FROM THE VICE PRESIDENT & CHIEF INFORMATION OFFICER, DAVE SWARTZ

## GREETINGS FACULTY & STAFF

I would like to invite you to take a few minutes to review our Fall 2015/Winter 2016 faculty and staff newsletter. As was articulated in our IT Roadmap, published last year, there is a great deal of change taking place this year to improve the technology tools you use every day in support of your teaching, research, and work. I want to assure you these changes are being coordinated to ensure they cause the least amount of disruption, while realizing the maximum benefit.

## I have some questions but where can I get IT help?

The answers to your technology questions are just an e-mail, instant message, or phone call away. Contact the OIT Help Desk at 202-885-2550, [helpdesk@american.edu](mailto:helpdesk@american.edu), or [AskAmericanUHelp](#) to reach one of our professional staff who can answer your questions and provide general troubleshooting assistance. The Help Desk is available 24 hours a day, but the best time to contact us is 8 AM - 8 PM on Monday - Friday.

Alternatively, in-person IT support is available throughout the academic year at our Technology Support Desk in the Bender Library from 10 AM - 6 PM on Monday - Friday. Visit [www.american.edu/oit/TechnologySupportDesk.cfm](http://www.american.edu/oit/TechnologySupportDesk.cfm) for more information.



202-885-2550  
[AskAmericanUHelp](#)  
[helpdesk@american.edu](mailto:helpdesk@american.edu)



VISIT OUR SITE FOR MORE INFORMATION:  
[HELP.AMERICAN.EDU](http://HELP.AMERICAN.EDU)



FACULTY/STAFF  
ISSUE ONE



### OUT WITH THE OLD & IN WITH THE NEW OFFICE 365 EMAIL COMING SOON

Over the past year, AU conducted an extensive study of enterprise cloud-based email solutions to modernize our email and online collaboration practices for faculty and staff. Office 365 was selected as the best solution to meet our requirements for business-class email, when considering: ease of use, features and functionality, cost, alignment with AU systems and enterprise architecture, and security and privacy.

This solution offers full integration with the Office suite across workstation and device types. In addition, a great deal of flexibility is provided as faculty and staff may choose to use the Office 365 desktop client, an IMAP client, the web interface, or the mobile app. Individuals that currently forward their email to alternative providers may continue to do so.

A pilot will be kicked off, likely late in the Spring semester, to help to determine the details of the migration plan. OIT will be working with an implementation partner to convert existing mail from our Lotus Notes environment. End user training will be available. Students will continue to use Google for their email; however, collaboration between faculty, staff, and students will be enabled via Skype for Business (video conferencing) and OneDrive (cloud file storage with group edit capabilities).

### OIT DOUBLES INTERNET BANDWIDTH AGAIN

Notice a boost in the Internet, while on campus? Over the past few weeks, OIT upgraded the university's Internet bandwidth from 5,000 megabits per second (Mbps) to 10,000 Mbps, doubling the throughput for the AU community with both of our service providers. Utilization metrics are continually monitored to ensure we proactively plan for the next upgrade of bandwidth, as demands continue to steadily increase.

### OFFICE 2016 NOW AVAILABLE FOR WINDOWS & MACS

A new version of the Microsoft Office suite for both PC and Mac is now available on the myAU portal Download Software page. AU faculty and staff can download and install this software on their university or personal devices, free of charge. The latest version offers an easy transition for users of the most recent versions of Office, as the overall user interface remains the same. Office 2016 offers interesting new features, such as:

- *Smart Lookup* – see the context of selected text by examining surrounding content and then try to provide relevant results
- *Tell Me* – provides the exact tool you need, rather than just instructions on where to find it
- *New Excel Charts* – Waterfall, Pareto, Treemap, Histogram, Box & Whisker, and Sunburst

A 46-minute training video is available via Lynda.com within the MyAU portal to explain the new features.

### MYAU PORTAL GETS A FACELIFT

Exciting news – the MyAU web portal will soon be getting a modern facelift, along with some behind-the-scenes upgrades, to improve both your user experience and overall system reliability. Planned to launch at the end of January, the portal will still provide the same transactional functionality; however, the user interface will be improved to be more mobile friendly. The responsive design will automatically adapt to show the most critical content in a format that accommodates your device's screen size. In addition, navigation will be simpler, as there will be an emphasis on services provided. Keep an eye out for announcements about the new interface!

## INTERESTED IN HANGING UP ON VOICEMAIL?

With the current voicemail system at its end of life, AU has selected a feature-rich system replacement, known as CX-E by AVST, which will be rolled out to faculty and staff in phases, beginning in January 2016. The new system will require a few simple steps to configure your mailbox. Once implemented, you will be able to take advantage of the wide range of personalization features, such as: alerting when there are urgent messages, identifying callers by name, and routing calls based on your calendar.

In recognition of the changing ways that we work and collaborate, AU will be offering individuals the option of opting out of the voicemail system; however, executives will have the power to override individual choices for their division or department based on job function. Those that choose to opt out will have a message referring callers to an alternate email address or number.

## MONTHLY SECURITY AWARENESS CAMPAIGN

In 2016, OIT's information security team will begin a year-long campaign, focused on raising awareness about the hazards of phishing emails -- unwanted emails written to encourage the recipient to click on a link and type in a password or banking information. Using "phished" login information, attackers are able to legitimately log in to our enterprise network, where they try to locate weaknesses and gain privileged access and remove valuable information.

The new monthly campaign will include publishing protection tips in Today@AU, distributing informational posters, sharing recommendations, hosting tables at key campus events, and much more. Call the OIT Help Desk anytime to ask for an IT security briefing at your next staff meeting. Remember to log in to AsuccessfulU and search for "Reducing Your Digital Risk" to access over 30 short videos on a variety of security awareness topics.

## NETWORK FILE STORAGE MIGRATION PRESENTS SPRING CLEANING OPPORTUNITY

In preparation for the migration of network files from Novell to Windows file servers that OIT will be coordinating over the next few months, you are encouraged to delete unnecessary or unwanted data. If you have questions about retention of particular records, please check the University's Record Retention schedule on the University's policy page, [www.american.edu/policies](http://www.american.edu/policies).

All of your files on drives known as: G, I, J, and K will be migrated seamlessly, with just a brief planned maintenance window where all files will be accessible in read-only mode. During the migration, you will be able to access and save your files locally.

After the migration, you will have to connect to AU's VPN service to access your network drives from off campus. Instructions for accessing the VPN are available online at [www.american.edu/oit/network/VPN.cfm](http://www.american.edu/oit/network/VPN.cfm). Remote web access for these drives will no longer be available via the [mynet.american.edu](http://mynet.american.edu) website or portal, as this service is not supported on the new infrastructure.



## CURIOUS ABOUT THE ROAD AHEAD

Check out *The Road Ahead: IT Solutions Empower Campus*, published one year ago; this ambitious roadmap charts OIT's course and vision for the next three years. The plan is available at [w.american.edu/oit/OITRoadmap-FINAL.pdf](http://w.american.edu/oit/OITRoadmap-FINAL.pdf). It is intended to be a living document that changes as we adapt to the evolving needs of the university.

## VERIZON PARTNERSHIP PROVIDES STATE-OF-THE-ART WIRELESS COVERAGE AT AU

The Office of Information Technology is pleased to announce an exciting milestone for American University with the installation of a new state-of-the-art cellular antenna system, thanks to a recent partnership with Verizon. Employing the latest technology, this infrastructure will ensure good connections, expanded bandwidth, and the provision of 4G LTE service for Verizon Wireless customers in campus buildings. In collaboration with OIT, this multi-million-dollar infrastructure was designed and provisioned by Verizon at no cost to AU to address a major area of concern for members of the community. Other cellular carriers are expected to join this infrastructure in the near future.

The new cellular antenna system was first brought online in November in the residence halls and a few key academic buildings. Installation in the remainder of all academic and administrative buildings will follow with expected completion by the end of March 2016.

## IS IT TOO SOON TO UPGRADE TO WINDOWS 10?

At the end of July, Microsoft released the latest version of the Windows operating system, Windows 10. While OIT immediately supported personal devices running Windows 10, individuals were cautioned not to rush to upgrade to the new operating system, as it is generally good advice to allow time for the almost inevitable bug fixes and updates that follow a major release.

The upgrade experience for most end users has been positive to date; however, university-owned workstations are prevented from being upgraded, while enterprise software and hardware compatibility is being tested. A detailed transition and support plan is being developed, which will likely include adopting Windows 10 as our base platform on new Windows-based computers by summer 2016. Existing workstations will be upgraded on a case-by-case basis as warranted.

Feel free to browse the forty-minute Windows 10 New Features video on Lynda.com via the MyAU portal, which previews the most substantial changes.

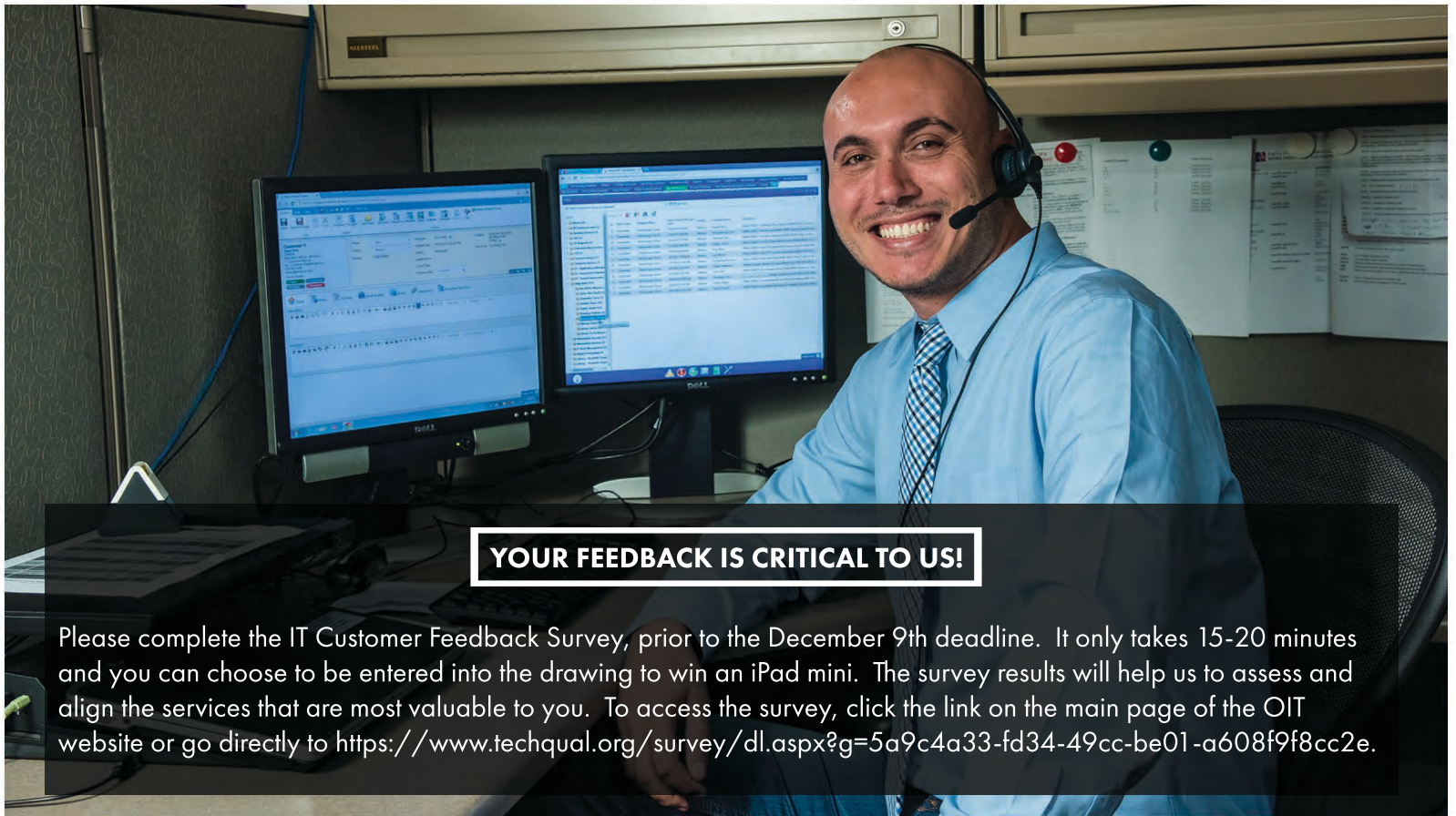
## MOVING FORWARD: OIT MARKS MILESTONES OF SUCCESS

Check out *Moving Forward: OIT Marks Milestones of Success*, a publication which highlights the major accomplishments of the Office of Information Technology in academic year 2014-2015 in support of the university's strategic goals. You can access the report directly at [w.american.edu/oit/OITAnnualReport2014-2015.pdf](http://w.american.edu/oit/OITAnnualReport2014-2015.pdf).

## EL CAPITAN SOFTWARE UPDATES IMPORTANT FOR MAC USERS

Apple released El Capitan, the latest version of OS-X, early in the Fall semester, touting a number of enhancements aimed at improving efficiency and performance. As with any major operating system change, OIT generally cautions against rushing to upgrade within the first few months of its release. It is generally good advice to allow time for the almost inevitable bug fixes and updates that follow a major release, which was the case with El Capitan. Early adopters reported crashes using the new version of Office 2016. To ensure the best user experience, please be sure to apply all Microsoft Office and Apple Software Update patches.





### **YOUR FEEDBACK IS CRITICAL TO US!**

Please complete the IT Customer Feedback Survey, prior to the December 9th deadline. It only takes 15-20 minutes and you can choose to be entered into the drawing to win an iPad mini. The survey results will help us to assess and align the services that are most valuable to you. To access the survey, click the link on the main page of the OIT website or go directly to <https://www.techqual.org/survey/dl.aspx?g=5a9c4a33-fd34-49cc-be01-a608f9f8cc2e>.

### **STUDENT-FOCUSED INITIATIVES OF POTENTIAL INTEREST**

Three new student-centered services, delivered by our vendor, Ellucian, are being launched to improve the delivery of core services and information to our students. Read on for more information:

#### **STUDENT PLANNING**

Student Planning is one of several expansions of the Eagle Service suite of self-service applications. Students are able to review their degree audit report ("My Progress"), add class sections to their plan ("My Planner") prior to registration, and register for classes directly from their planner when their priority registration period begins. Advisers have access to review students' plans and indicate approval or disapproval of the classes on the plan. Student Planning went live in early October for all students to plan their class schedule, with registration beginning in late October.

#### **PARENT PROXY**

Parent Proxy provides parents, and any other proxy a student chooses to add, access to a student's information. Students can also choose what functionality they want each proxy to have. The first piece of Parent Proxy that OIT will release is ability for parents, and other proxies, to make a payment and view financial statements. This first phase went live on December 5th. OIT will be implementing additional functionality within the Parent Proxy module as updates are released.

#### **FINANCIAL AID SELF-SERVICE**

Financial Aid Self-Service is another addition to the Eagle Service suite. This intuitive, self-service solution features several tabs and web forms that guide students, step-by-step, through the process of applying for and accepting the financial aid they need in order to achieve their academic goals. Additionally, counselors see the same information students see—so they can provide relevant, timely support. Financial Aid Self-Service is scheduled to go live in 2016.