

VALPO VIRAL

News and Updates from the Office of Information Technology

Intern Recap

*Colleague
Maintenance*

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Reminders*

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Updates*

RECAP FROM OUR IT INTERNS

As you all may know, IT had the opportunity to have three Student Interns join our IT team this summer. Each intern has been given multiple projects to work on and has connected with different departments on campus. As their internship wraps up, we have asked each student about their experience as an IT Intern and what their future plans entail!

Our first intern, Charles, explained that *"Overall, I have really enjoyed this internship! One of my favorite parts was working with incoming students during FOCUS to get them their OneCards and teach them all about Valpo IT. It meant a lot to me to help these new students adjust to being a college student! I also really enjoyed getting to learn more about Valpo in general and how all of our systems work on the back end. Finally, I really valued the opportunity to use my abilities to create resources that the campus benefits from, like designing the new IT name tags, making the IT FOCUS presentation, or helping create our new shirts! This internship has greatly benefited me and there's a lot I'm going to take away. I have strengthened my customer service skills, problem-solving ability, and creativity over this summer, and I'm so grateful for this opportunity! This fall, I will work at the IT Help Desk and am very excited to continue my journey in the Valpo IT Department!"*

Our second intern, Charlie, told us that *"My favorite parts of the internship were being able to work together on a team to collaboratively create projects that serve a purpose for campus, and getting more firsthand experience in the field I would like to go into. My takeaways from this position include enhanced flexibility, better communication/team collaboration, and a better understanding of what IT really does in the professional world. In the upcoming Fall 2022 semester, I will be a member of the IT Tech Support Team on campus, so I will be working closely with the department for even more great experiences with the campus community."*

Finally, Jackie, our third intern, said that *"I have loved being an IT Intern because it has helped me feel more involved on campus and has helped me connect with the faculty and staff in other departments. I have also been able to improve many skills like communication, presentation, and time-management through this internship. I really enjoyed helping with FOCUS and seeing how much IT helps with the freshman orientation. I am excited to see how I will be able to implement the skills that I have learned through this internship for any future jobs or internship opportunities I may complete. I am also excited to say that I will be continuing to work in the IT Department as a special projects assistant where I will be able to continue my improvement on many skills that will help me in my future career!"*





IT Updates and Upgrades

Single Sign on for Colleague- Colleague UI will now use single sign-on to authenticate using your valpo.edu Google account.

This means you will not need to re-enter your username and password when launching Colleague UI, but will need to be logged into your valpo.edu Google account. This further enhances campus security by building on the two-factor authentication that all users have established for their Google account.

Makerspace Support- IT is partnering with the the Arts and Communications Department to help support the growing interest in the Makerspace, located in the VUCA. This space allows faculty, staff and students the opportunity to use a variety of different tools and machines to create art, projects and more. For more information on available resources with in the space, visit: <https://www.valpo.edu/communication-and-visual-arts/equipment-makerspace/>

Resources and Services Page- DataVU

The datavu.valpo.edu URL will now take you to the Resources & Services page. Here you will find all of the same resources that were available on the previous page, but in a simpler and more accessible format. Links that point directly to Self-Service (datavul.valpo.edu) will continue to work.

Toner Recycling

The Help Desk receives a great deal of toner from all over campus for us to recycle so we would like to ask for your help in making this process as easy as possible.

A third party picks up our recycling and asks for all toner to be unwrapped so we only need the toner cartridge itself. Please do not repack the toner and seal it shut in it's original box. It makes it challenging to keep track of what is new and what is old and we will have to break it all down anyway. Whenever possible, please just provide the Help Desk with the toner cartridges.

Tips from Tech Support

It gets really busy for us in the month of August. Please put in a ticket instead of calling us or emailing us directly. The Help Desk will get the ticket to the correct person and we will be there ASAP. We promise!

-All of Tech Support