VALPO VIRAL

News and Updates from the Office of Information Technology

| *OneCard Changes* | *IT Open Office Hour* | *Confluence and Jira HelpDesk Upgrade* | *Curriculum Tracks* |

ONECARD CHANGES

After a decade of service in OneCard operations, Jonathan Plant has left IT to pursue a career in teaching at a local school. With his departure, Jessica Wilson is covering all OneCard operation questions and should be contacted with any issues related to building access. We are in the process of interviewing candidates to fill this role and hope to have someone hired by spring break.

Please note- FM handles all locking mechanisms on doors as well as battery replacement for card readers. Please contact FM for those types of issues.

You can still email OneCard@valpo.edu for all your access needs as that will continue to function as a ticket generating account.

If you have any questions or concerns, please let Jess know. She can be reached at jessica.wilson2@valpo.edu

DON'T FORGET- PICK UP A NEW ONECARD

Faculty and staff are still welcome to trade in their old OneCards for a free contactless card. We will not be offering this option after spring break.

- January: All Faculty and college administration staff
- February: All remaining staff areas
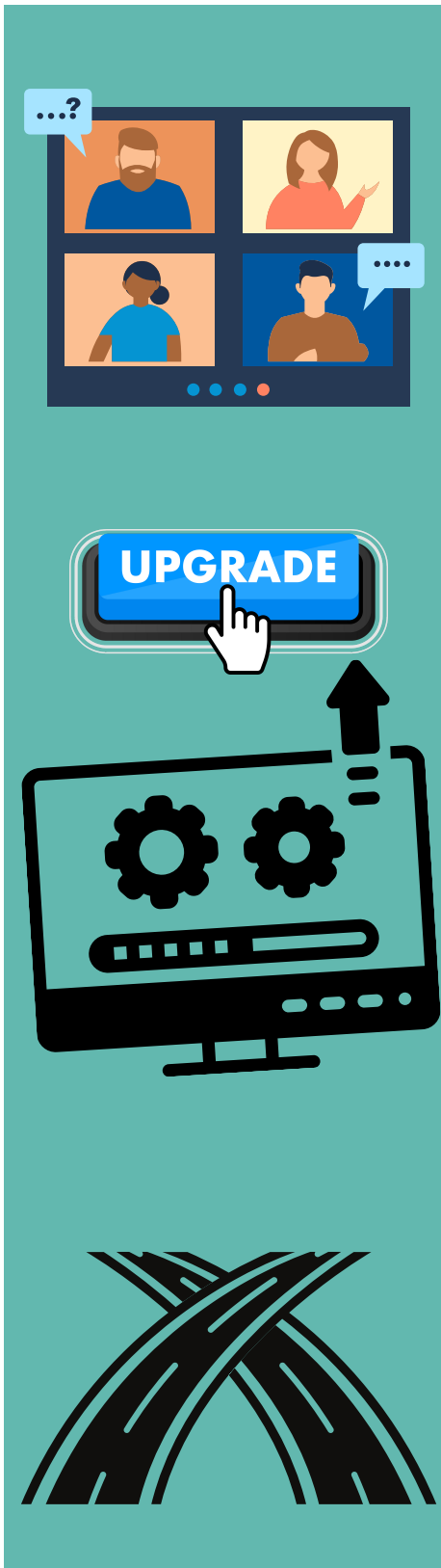
You are Invited: IT Virtual Office Hour

On Thursday, February 8th, join CIO Dave Sierkowski and the directors of IT for a brief virtual presentation about the work we do and our upcoming projects. We will leave plenty of time for those in attendance to ask all their burning IT related questions. We hope you will join us!

Join Zoom Meeting:
https://valpo-edu.zoom.us/j/88504796194?pwd=Ui9INjhlY0F5OXpSS05PNUZ6OVg4Zz09

Changes to Confluence and Jira HelpDesk

A major migration of Confluence and Jira HelpDesk to a cloud support system is scheduled to occur Sunday, February 11th. This move will allow users a new, more modern interface with new feature to explore but with all change, comes some challenges.

Customers of the two platforms may experience slower response times than usual as we replace automation settings and update links to articles. While we do have plans to navigate these challenges, we ask for your help and patience as we get settled.

Campus communications will be forthcoming with more information and users/editors for each platform will be contacted about changes and support during the transition.

Preloading Curriculum Tracks

Over the last year EP&P has partnered with several academic departments to build curriculum tracks in Colleague's Self-Service interface. The tracks allow our Faculty/Advisors to load student course plans with the click of a button. This helps reduce errors in student planning and enables Faculty/Advisors to quickly monitor student progress. If your department would like to have curriculum tracks preloaded in Self-Service, please contact shelby.topping@valpo.edu.

Tech Support Shortcut

"[Windows]+[Shift]+[s] is a quick an easy way to take a screenshot of your computer screen."

Leah Sleder, Tech Support Student