Account Managers Group

September 27, 2018
Welcome

by

Dr. Marilyn Fowlé
Wellness Center Comp Time

by

Marilyn Fowlé
*30 Minute Wellness Leave Must Be Used During Normal Business Hours

*Cannot Create Comp Time - Time Will Be Reduced
Questions?
Banner 9

by

David Sanchez and Matt Steimel
Why are we doing this?

- Oracle’s Extended Support for Oracle Forms ending December 31, 2018.
- No new features updates, fixes, security alerts, data fixes, and critical patch updates.

Need to transition to Banner 9 Admin Pages (INB)

- Does not impact Banner Self-Service/Webworld at this time.

What is changing?

- Interface has a web look and feel
- Navigation is different (banner keyboard shortcuts template)
What has been done.
  - Ellucian Solutions Manager
  - Single Sign-On
  - Testing in Qual

Make available mid October

Banner 8 will still be available for several weeks as users learn how to work within Banner 9.

Website Information:
https://msutexas.edu/it/banner/index.php

Demo
Domain Change
Information Technology – Domain Name

- New Branding - MSU Texas
- Domain Change
  - Moving from mwsu.edu to msutexas.edu
  - 6 months plus 6 month extension
  - Through February of 2019
- Changes:
  - Email, portal, single sign-on, D2L
  - url changes (websites, research, publications)
  - Update personal accounts linked to mwsu.edu
  - Update email signature
- [https://msutexas.edu/it/domain-name-change.php](https://msutexas.edu/it/domain-name-change.php)
IT Student Survey
Information Technology – Domain Name

- New Branding - MSU Texas
- Domain Change
  - Moving from mwsu.edu to msutexas.edu
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  - Update email signature

https://msutexas.edu/it/domain-name-change.php
Technology Related Surveys

- **Student Government Survey Fall 2017**
  - Two IT Related Questions

- **Student Tech Survey Educause Spring 2018**
  - Comprehensive Survey
  - 124 Higher Education Institutions (2017)
  - 10 Countries (2017)
  - 539 MSU Students Responded
  - Year 2 in Spring 2019

- **Faculty Tech Survey Educause Spring 2019**
  - Administered every other year
  - MSU will participate next year
  - 157 Higher Education Institutions (2017)
  - 7 Countries (2017)
How Many Internet Capable Devices Do You Own?

- None: 0%
- One: 0%
- Two: 5%
- Three: 15%
- Four: 30%
- Five: 20%
- Six or more: 10%

Midwestern State University

4-year public

All U.S. institutions
Educause Student Technology Survey 2018

Which of these devices do you have access to?

- Desktop
- Laptop
- Hybrid (ex - Surface)
- Tablet
- Smartphone
- Smartwatch
- AR/VR
- 3D printer
- Gaming device
- Streaming media device
- Voice-controlled assistant

Midwestern State University  4-year public  All U.S. institutions
How do you have access to this device? Laptop

- **Midwestern State University**
  - Borrow - Laptop
  - Institution - Laptop
  - Own - Laptop

- **4-year public**
  - Borrow - Laptop
  - Institution - Laptop
  - Own - Laptop

- **All U.S. institutions**
  - Borrow - Laptop
  - Institution - Laptop
  - Own - Laptop
To what extent do you use this device for academic work?

Laptop

- Used for at least one course
- Did not use at all
- Used for about half of my courses
- Used for most of my courses
- Used for all of my courses

Midwestern State University

4-year public

All U.S. institutions
How important is each device to your academic success?

Laptop

- Extremely important
- Very important
- Moderately important
- Not very important
- Not at all important
How important is each device to your academic success?

Gaming device

- Not at all important
- Not very important
- Moderately important
- Very important
- Extremely important

Midwestern State University

4-year public

All U.S. institutions
How would you describe your overall technology experience at your institution?

- Poor: 3% (Midwestern State University), 2% (4-year public), 2% (All U.S. institutions)
- Fair: 9% (Midwestern State University), 6% (4-year public), 6% (All U.S. institutions)
- Neutral: 15% (Midwestern State University), 15% (4-year public), 14% (All U.S. institutions)
- Good: 50% (Midwestern State University), 48% (4-year public), 48% (All U.S. institutions)
- Excellent: 19% (Midwestern State University), 28% (4-year public), 27% (All U.S. institutions)
- Don't Know: 4% (Midwestern State University), 2% (4-year public), 2% (All U.S. institutions)
Wi-Fi Experience - Outdoor Spaces

- Midwestern State University
- 4-year public
- All U.S. institutions
Wi-Fi Experience - Libraries

- Midwestern State University
- 4-year public
- All U.S. institutions
Thinking about the past 12 months, please rate your internet connection at home/off-campus residence.

- **I DON'T HAVE INTERNET ACCESS AT HOME**: 2% (All U.S. institutions), 2% (4-year public), 1% (Midwestern State University)
- **EXCELLENT**: 28% (All U.S. institutions), 27% (4-year public), 33% (Midwestern State University)
- **GOOD**: 44% (All U.S. institutions), 43% (4-year public), 47% (Midwestern State University)
- **NEUTRAL**: 12% (All U.S. institutions), 12% (4-year public), 8% (Midwestern State University)
- **FAIR**: 9% (All U.S. institutions), 10% (4-year public), 8% (Midwestern State University)
- **POOR**: 5% (All U.S. institutions), 5% (4-year public), 3% (Midwestern State University)
IN THE PAST 12 MONTHS, HOW MUCH DID YOU USE YOUR INSTITUTION'S LEARNING MANAGEMENT SYSTEM?

- **Midwestern State University**
- **4-year public**
- **All U.S. institutions**

<table>
<thead>
<tr>
<th>Usage</th>
<th>Midwestern State University</th>
<th>4-year public</th>
<th>All U.S. institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used for at least one course</td>
<td>6%</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Did not use at all</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Used for about half of my courses</td>
<td>12%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Used for most of my courses</td>
<td>30%</td>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td>Used for all of my courses</td>
<td>45%</td>
<td>61%</td>
<td>61%</td>
</tr>
</tbody>
</table>
In what type of learning environment do you most prefer to learn?

- One that is completely face-to-face
- One that is mostly but not completely face-to-face
- About half online and half face-to-face
- One that is mostly but not completely online
- One that is completely online
- No preference
IN A TYPICAL DAY, APPROXIMATELY HOW MUCH TIME DO YOU SPEND ACTIVELY ENGAGED IN - ONLINE RESEARCH/HOMEWORK?

- None: 14%
- Less than 1 hour: 4%
- 1-2 hours: 9%
- 3-4 hours: 1%
- 5-8 hours: 32%
- More than 8 hours: 40%
My instructors typically use technology to engage me in the learning process.

- Strongly Agree
- Agree
- Disagree
- Strongly disagree
- Neutral

All U.S. institutions
4-year public
Midwestern State University
My instructors typically - have me use my laptop as a learning tool in class.

- Strongly Agree
- Agree
- Disagree
- Strongly disagree
- Neutral

All U.S. institutions
4-year public
Midwestern State University
Technology will play an important role in my career.

- Strongly Agree: 43%
- Agree: 39%
- Neutral: 13%
- Don't Know: 3%
- Disagree: 1%
- Strongly disagree: 1%
How many hours a week on average do you work?

- Fewer than 10
- At least 10 but fewer than 20
- At least 20 but fewer than 30
- At least 30 but fewer than 40
- 40 or more

**Midwestern State University**

**4-year public**

**All U.S. institutions**
What is ONE thing you would like your instructors to do with technology to enhance your academic success?
What is ONE thing you would like your institution to do with technology to enhance your academic success?
Questions?
Office 365

by

Jim Hall
What Is It?

A full Microsoft Office suite of tools provided from a web based portal that will be linked to the MSU login.

Provides access to web based as well as locally installed versions of the Office applications.
9/1/2017 Provision Tenant for mwsu.edu>msutexas.edu

3/1/2018 Test Group

5/1/2018 Azure AD synchronization for test group from campus authentication system

2/4/2018 Full campus synchronization – access for all Faculty and Staff
SPAM/Phishing
90 Day Mail Statistics

**Overview > Incoming Mail Summary**

<table>
<thead>
<tr>
<th>Message Category</th>
<th>%</th>
<th>Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stopped by Reputation Filtering</td>
<td>79.6%</td>
<td>6.9M</td>
</tr>
<tr>
<td>Stopped as Invalid Recipients</td>
<td>0.8%</td>
<td>73.1k</td>
</tr>
<tr>
<td>Spam Detected</td>
<td>4.7%</td>
<td>408.7k</td>
</tr>
<tr>
<td>Virus Detected</td>
<td>0.0%</td>
<td>206</td>
</tr>
<tr>
<td>Detected by Advanced Malware Protection</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Messages with Malicious URLs</td>
<td>0.2%</td>
<td>15.2k</td>
</tr>
<tr>
<td>Stopped by Content Filter</td>
<td>0.1%</td>
<td>5,724</td>
</tr>
<tr>
<td>Stopped by DMARC</td>
<td>0.1%</td>
<td>4,447</td>
</tr>
<tr>
<td>S/MIME Verification/Decryption Failed</td>
<td>0.0%</td>
<td>0</td>
</tr>
</tbody>
</table>

**Total Threat Messages:** 85.3% 7.4M

**Overview > Outgoing Mail Summary**

<table>
<thead>
<tr>
<th>Message Processing</th>
<th>%</th>
<th>Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spam Detected</td>
<td>0.4%</td>
<td>1,837</td>
</tr>
<tr>
<td>Virus Detected</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Messages with Malicious URLs</td>
<td>0.0%</td>
<td>18</td>
</tr>
<tr>
<td>Stopped by Content Filter</td>
<td>0.0%</td>
<td>1</td>
</tr>
<tr>
<td>Stopped by DLP</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Clean Messages</td>
<td>99.6%</td>
<td>420.4k</td>
</tr>
</tbody>
</table>

**Total Messages Processed:** 422.2k

<table>
<thead>
<tr>
<th>Message Delivery</th>
<th>%</th>
<th>Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hard Bounces</td>
<td>2.0%</td>
<td>8,700</td>
</tr>
<tr>
<td>Delivered</td>
<td>98.0%</td>
<td>435.6k</td>
</tr>
</tbody>
</table>

**Total Messages Delivered:** 444.3k

94.4% of all inbound email is suspect!
Red Flags

FROM
- I don’t recognize the sender’s email address as someone I ordinarily communicate with.
- This email is from someone outside my organization and it’s not related to my job responsibilities.
- This email was sent from someone inside the organization or from a customer, vendor, or partner and is very unusual or out of character.
- Is the sender’s email address from a suspicious domain (like micoosft-support.com)?
- I don’t know the sender personally and they were not vouched for by someone I trust.
- I don’t have a business relationship nor any past communications with the sender.
- This is an unexpected or unusual email with an embedded hyperlink or an attachment from someone I haven’t communicated with recently.

TO
- I was cc’d on an email sent to one or more people, but I don’t personally know the other people it was sent to.
- I received an email that was also sent to an unusual mix of people. For instance, it might be sent to a random group of people at my organization whose last names start with the same letter, or a whole list of unrelated addresses.

HYPERLINKS
- I hover my mouse over a hyperlink that’s displayed in the email message, but the link-to-address is for a different website. (This is a big red flag.)
- I received an email that only has long hyperlinks with no further information, and the rest of the email is completely blank.
- I received an email with a hyperlink that is a misspelling of a known web site. For instance, www.bankofamerica.com — the “m” is really two characters — “y” and “n.”

DATE
- Did I receive an email that I normally would get during regular business hours, but it was sent at an unusual time like 3 a.m.?

SUBJECT
- Did I get an email with a subject line that is irrelevant or does not match the message content?
- Is the email message a reply to something I never sent or requested?

ATTACHMENTS
- The sender included an email attachment that I was not expecting or that makes no sense in relation to the email message. (This sender doesn’t ordinarily send me this type of attachment.)
- I see an attachment with a possibly dangerous file type. The only file type that is always safe to click on is a .txt file.

CONTENT
- Is the sender asking me to click on a link or open an attachment to avoid a negative consequence or to gain something of value?
- Is the email out of the ordinary, or does it have bad grammar or spelling errors?
- Is the sender asking me to click a link or open up an attachment that seems odd or illogical?
- Do I have an uncomfortable gut feeling about the sender’s request to open an attachment or click a link?
- Is the email asking me to look at a compromising or embarrassing picture of myself or someone I know?
From: Ennis, Rachel S [rennis2@uthsc.edu]
Sent: Wednesday, August 15, 2018 9:05 AM
Subject: FW:[ATTENTION REQUIRED]Midwestern State University Re-evaluated and Up to Date General Policy For All Employees

Dear Colleagues:

Our aim is to provide guidance and align our behaviors as we make great decisions that impact our daily operations. We rely on our values and this code as guidelines, as a breach of the Policy may result in disciplinary action against the Employee concerned.

All employees, including all individuals on full-time or part-time employment with the Institution are required to go through the guidelines attached in this email. It is important that we all adhere to these guidelines so you will be helping to ensure a future success of this great institution.

Thank you for your ongoing commitment to delivering a better and reliable service.

Sincerely,

Dr. Suzanne Shipley
President
Midwestern State University
Hardin Administration Bldg 107
Voice: (940) 397-4211
Fax: (940) 397-4010
Questions?
✓ Upcoming Dates
  ▪ TBD-Possibly January

✓ Shred Day – TBD

Questions or Suggestions??