Spring 2019 Newsletter

We hope you are having another amazing semester. Spring 2019 promises to be very dynamic. As the University continues to evolve so do the systems which support it.

Over the past couple of months, IS&T has been making considerable improvements in the fields of information security and online accessibility. Both are very important and lay the foundation for implementation of future online services and tools at Chapman University. We have further changes coming in Spring as shared here.

Please know that we are always looking for feedback on how we can make our systems work best for you. Your experience is important to us, so please let us know how we are doing. I invite you to reach out to me personally at hnorris@chapman.edu at any time to provide me with feedback or suggestions.

Sincerely,
Helen Norris
Phishing:

Phishing is a con game that scammers use to collect personal information from unsuspecting users. The false e-mails often look surprisingly legitimate, and even the Web pages where you are asked to enter your information may look real. You’ve probably noticed an uptick in phishing, both at your Chapman email address and with your personal email address. Universities are often targets, and you may have seen recent attempts to scam you purportedly coming from your Dean or other leaders. Chapman has many technical tools to combat this, and indeed at least 85% of the scams are caught, but as the scammers become more sophisticated, some scams slip through. The Information Security Office is constantly monitoring these situations, and posts current scams to chapman.edu/security. If you receive an email that looks “phishy” you can check there, or send it to abuse@chapman.edu, or check in with the Service Desk.

In addition to what we already do to manage this issue, we will have a couple of new tools to help coming up this Spring.

**Multi Factor Authentication COMING SOON:**

Coming in late Spring, all faculty and staff will have to option to sign up for Multi Factor Authentication. This helps protect your data by requiring a second authentication, usually on your cellphone, when you access resources from a non-Chapman location. That way, if a scammer gets a hold of your password, they still can’t get into your email or other services. This new service will be optional; however, we strongly recommend it for faculty to help protect both the University and your privacy. More information on how to sign up coming soon.

**BLOG: Multi Factor Authentication**

**External Email Identification:**

Coming in Spring, all emails that you receive to your Chapman email account from a non-Chapman address will be clearly identified as coming from outside the institution. You may have noticed that we are already identifying emails that you send to external addresses, as seen on the left. How does this help? As noted above, phish emails *look* like they come from your Dean, but they actually come from a spoofed or false address, usually from a .com rather than a chapman.edu account. If you receive an email that looks like it’s from a Chapman person, but indicates that it’s from outside the institution, that’s a big red flag. More information will be shared when we implement this tool.
Next Generation Digital Learning Environment:

Chapman has been running Blackboard Learn as our Learning Management System for fifteen years. While we have consistently upgraded Blackboard Learn, it is a legacy system and is not a modern digital system for learning, as is expected by our students and our faculty. We are in the process of reviewing options for replacing or upgrading Blackboard to move to a more modern cloud-based product with a goal of selecting the appropriate tool by Summer. We are engaging faculty and other key campus stakeholders in this process through the Spring. We plan to kick off a project to move to the new environment in Fall.

Blog: The Future of Blackboard – Upgrade it or Replace it?

Accessibility

Chapman has a strong commitment to ensuring that our online materials are accessible to all. We’ve been working hard to make more resources available on this topic. Please visit chapman.edu/accessibility for more information. I’d like to highlight in particular the Ally tool, which is available to you to help ensure that course materials are accessible to all students. For more information please visit Chapman.edu/ally.

To help Chapman become a more accessible and inclusive campus, we want to learn more about your accessibility experience and knowledge. Please participate in this short 13-question survey.

Finally we will be hosting an event at our Tech Hub in DeMille Hall 104 in March to provide more information. See Support Student Success Through Inclusive Design for more information.

Peoplesoft “Campus Solutions, Finance, HR” Outage March 15 – 17

The University will be upgrading our PeopleSoft system to the latest 9.2 version. While the primary goal of the upgrade is to ensure that we keep our PeopleSoft system updated, there will be some changes and enhancements that you will notice. The upgrade will require a weekend outage. Currently the outage is scheduled to start at 5pm on March 15th and end midnight on March 17th. During the outage, access to Faculty Center, Advisor Center, Student-Center and many other services will be unavailable.

BLOG: Peoplesoft “Campus Solutions” Outage
Outlook Migration to the Cloud

Over the next couple months, we will be migrating all faculty and staff email accounts to the Office 365 cloud. We are doing this upgrade on a department-by-department schedule, rather than moving the entire campus at one time. You will be notified prior to the migration and technicians will be onsite to assist with any issues on the day of the migration. This upgrade will also result in a number of improvements to email and calendaring, including many around integration to voicemail. You will need to re-record your greeting. More information will be provided prior to the upgrade process. For more information, please check out our online menu options guide.

BLOG: Outlook Email Migration to Office 365

Office 365 Access Available:

We’d also like to remind you that staff and faculty have access to the Office 365 for FREE. For more information on how to download and log into your University account, please visit the Office 365 website on chapman.edu/software.

More Security Enhancements

Chapman University has deployed a new antivirus software to all University owned computers. Our new software, Cylance, has replaced our older antivirus, McAfee. This upgrade should not have resulted in any change or disruption to you, however, if you have any concerns or issues, please contact the Service Desk.

Data Encryption software has also been added to all University computers as an added layer of protection against unauthorized users accessing sensitive information. The software in use on PCs is called Bitlocker, and on Macs it’s called File Vault. For more information, please contact the Service Desk.

Hard Drive Backup

All university computer are being backed up on a secure cloud server in order to protect against data loss in the event of a hardware failure or a ransomware issue. The backup process, which uses a tool called Crashplan, happens every 15 minutes throughout the day ensuring that your latest files are safe and retrievable in the event your computer needs to be replaced. For more information, contact the Service Desk or visit Chapman.edu/crashplan.