



INFORMATION SYSTEMS & TECHNOLOGY

Fall 2019 Newsletter



Helen Norris

*Vice President &
Chief Information Officer*

Colleagues, welcome back. I wish you a pleasant Fall semester. As we did in Spring, I wanted to share with you several new services now being offered by IS&T, and I also wanted to make sure you're in the loop on some major initiatives. In particular, I want to make sure that you have as much information as possible regarding the migration from our current Learning Management System, Blackboard Learn, to Canvas. We've shared some details in this newsletter, and I also encourage you to visit Chapman.edu/Canvas, where we will be continually providing updates on this project. I'd also like to remind you that for help and consulting on any of our new or current services, you can always visit the Service Desk on the first floor of the Leatherby Libraries, and the Tech Hub in DeMille Hall, room 104. Finally, I'd like to invite you to follow us on Twitter [IST Chapman](https://twitter.com/IST_Chapman) and on Facebook [ChapmanIST](https://facebook.com/ChapmanIST).

Sincerely,
Helen Norris

IS&T News / Updates

Learning Management System

After over ten years of service, Chapman University will be taking steps to retire our current Learning Management System (LMS), Blackboard Learn. After conducting several discussions, pilots and a town hall meeting during the Spring 2019 semester and reviewing potential LMS candidates, we have made a decision. At the 2019 Fall Faculty Meeting, Helen Norris (VP and CIO of IS&T) made the big announcement that Chapman University will be moving to Canvas LMS. Our Educational Technology Services team will begin migrating courses from Blackboard Learn over to Canvas during the 2020 Spring semester and migrations will continue through 2020. Blackboard is officially scheduled to retire in January 2021. For more information, please visit the official Canvas FAQ site, Chapman.edu/Canvas.

Grammarly

All students, faculty, and staff now have full and free access to Grammarly Premium. With Grammarly Premium, users can quickly and easily correct spelling errors, sentence structure, and voice. Users also have access to Grammarly Mobile Keyboard. Grammarly Mobile Keyboard is available for both Android and iOS mobile devices. For more information on how to access your Grammarly account, please visit Chapman.edu/Grammarly.



Adobe Creative Cloud

When it comes to creating **ANYTHING IMAGINABLE**, having the right tools is key. All students, faculty and staff now have full and FREE access to the Adobe Creative Cloud. With the Creative Cloud, users will have access to industry-standard tools such as Photoshop, Illustrator, InDesign, Premier Pro, Spark, along with many other tools to create compelling videos, websites, and even art animation. This new service is available for both University-owned and personally-owned computers. IS&T will be offering training sessions during the Fall semester. For more information, please visit Chapman.edu/Adobe.



LinkedIn Learning

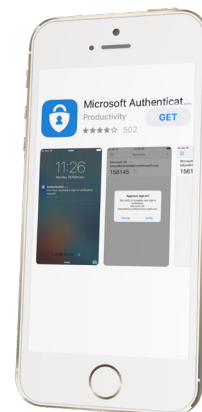
LinkedIn Learning (formerly Lynda.com) is the leading industry provider for over 10,000 on-demand online training videos and tutorials. Many of you may be aware of a brief service interruption on September 25th, don't worry! IS&T is happy announce that all campus licensing issues have been resolved and services are restored for the 2019/2020 academic year. IS&T will be re-evaluating campus-wide usage to determine if we will continue subscribing to LinkedIn Learning services during the 2020/2021 academic year.

For more information about LinkedIn Learning, please visit our [LinkedIn Learning](#) resource page.




Multi Factor Authentication (MFA)

Chapman University is now offering all faculty and staff the option to register for Multi-Factor Authentication (MFA). MFA adds an extra layer of defense against cyber-criminals by adding an additional simple step when accessing Chapman systems from off-campus only. So even if your Chapman University password gets stolen, the hackers will be unable to access your email and other Chapman resources. Although this service is currently optional, IS&T is strongly suggesting that all faculty and staff register for MFA and help protect sensitive university data. To find more information about Multi Factor Authentication, please visit [MFA info page](#) on Chapman.edu. There, you will find instructions for MFA registration along with a registration video tutorial and frequently asked questions.



Online Classroom Inventory



[Download Instructions - Quickstart-LLB14.pdf »](#)

Room Information

Room
Leatherby Libraries Computer Lab B14

Capacity
30

Catagory
Classrooms
Computer Labs

Amenities

Affordances
Adjustable Lighting
Whiteboard

Audio
Ceiling-mounted Speakers

Furniture
Accessible Instructor Station (height adjustable)
Individual Chairs with Wheels
Instructor's Table
Multimedia Tables

IS&T and the Office of the Provost are excited to bring you our brand new Online Classroom Inventory site. This new tool allows faculty and staff the ability to view the classroom amenities along with a few photos of the classroom space. Downloadable instruction on how to use the available technology for each are available as well. Go to Chapman.edu/Classrooms to see the different classrooms on campus.

One Click Support

When it comes to classroom technical support, time is of the essence. With the One Button Support system, technical support is literally at the tip of your finger. Starting in Fall 2019, IS&T will be piloting the new One Button Support in select classrooms across the Orange and Rinker campuses. Press the button, and an S.O.S. signal will be sent out to our on-campus support teams.

One Button Support Locations:

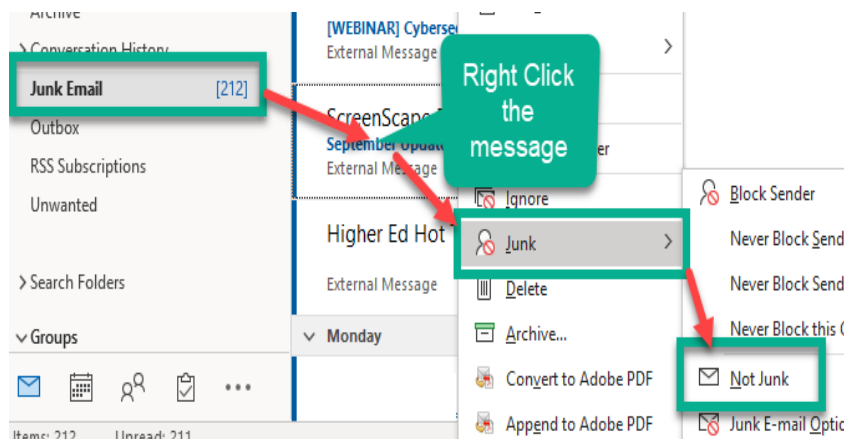
- Beckman Hall 106 & 203
- Leatherby Libraries B14 & B17
- Reeves Hall 03
- Rinker 9401 Room 207
- Rinker 9501 Rooms 207 & 212



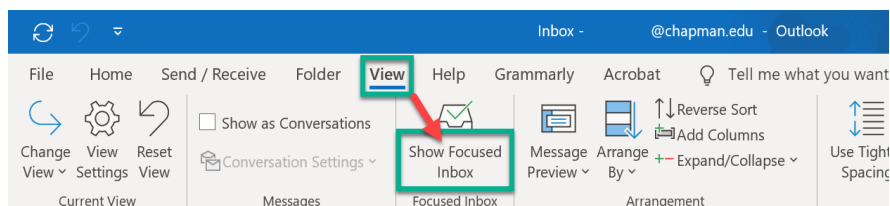
Outlook Inbox Filtering

Recently, the campus has moved its' email to Office 365. For more information on Office 365, please visit Chapman.edu/Office365. We will also be offering some "Tips & Tricks in Office 365" classes through the Fall (see below). One of the advantages of this platform is that spam mail is now handled right in your mailbox rather than through a separate system, which was what we had before. With this new spam system, users now have more control filtering their emails. You can always view everything that went to spam right in your Outlook application, in a folder called "Junk Email". We know that occasionally legitimate email goes to the junk folder, so we encourage you to review that folder periodically. Unblocking individual emails is very simple.

Open your Junk Email folder on the left side of your inbox window. Right-click on any legitimate email that ended up in your junk folder and locate the "Junk" option near the bottom of the menu. Hover the mouse arrow over the "Junk" option and click "Not Junk." The message will be moved back to your email folder. You can also check the box next to the message "Always trust email from this email address". This process will prevent any further emails from being blocked by that particular sender.



You may have also noticed another Outlook 365 feature called the "Focused Inbox". The purpose of the Focused Inbox is to help filter emails in your inbox by their level of relevancy. Emails that are more frequently received and viewed in your inbox would be recognized by Outlook as "relevant" emails. With this feature activated, the relevant emails will be filtered into the "Focused" inbox giving them more immediate visibility, whereas less relevant emails will be filtered into the "Other" inbox. It is important to note that all emails are still in your inbox. This feature helps organize your inbox.



toggling the Focused Inbox feature On or Off, is very simple. Open the "View" menu option at the top of the screen and click "Show Focused Inbox" to turn the feature on or off.

If at any time you would like assistance with un-blocking emails, please contact the service desk at ServiceDesk@chapman.edu.

Software Training

There are many options for software training. IS&T offers in-person software training Office 365 applications, Google Suite, Adobe Creative Cloud, and much more. If you are interested in software training, please visit Chapman.edu/Livetraining and submit your online request form.

