

From: nkunews-request@listserv2.nku.edu on behalf of [Mary Barry](#)
To: nkunews@listserv.nku.edu
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HOT OFF THE PRESS – December

Message from Mike Hales, Interim Vice President-Administration & Finance/Chief Financial Officer (VPAF/CFO)

Despite the many challenges that we faced this year, it's truly amazing how much we have accomplished. Thanks to all of you for everything you do throughout the year to promote student success and make NKU a better place. With my departure from NKU in early December, this will be my last newsletter. It has been an honor and pleasure working with all of you for these past 6 years. I wish everyone a safe and happy holiday season and the best as you carry NKU's mission forward!

Mike

DESIGNING SUCCESS

Department Acknowledgements & Accomplishments

Chatbots Implemented

The Office of Information Technology worked with Admissions and the Registrar's Office to implement Chatbots to provide 24/7 customer service from their respective web pages and allow for live agent chat opportunities during normal business hours. Chatbot implementations have also been completed for Student Account Services, Office of Financial Assistance, the COVID-19 website, and the IT Help Desk.

Preferred Name Search Added to myNKU and SAP GUI

LGBTQA+ Student Initiatives worked with the Office of Information Technology to provide a search field for a "preferred name" in both myNKU and SAP GUI.

NonVisual Desktop Access Software Added to Virtual Desktops

NKU IT added NonVisual Desktop Access (NVDA) screen reader software to the virtual desktops to provide access to students who use this assistive technology. Screen readers are essential to people who are blind and are useful to people who are visually impaired or have a learning disability.

IP Informers (Panic Buttons) on Campus Updated

IT and Safety and Emergency Management teamed up to update IP Informers (panic buttons) on campus. The update will reduce the number of systems monitored by University Police and provide additional security and reliability to critical areas on campus. This completed project is a win-win for all parties involved. Thank you to IT and a special thanks to Dave Foppe!

GOLDEN NUGGETS

Hot Tips to Help You!

Information Technology Tidbits

- There is a new feature on NKU's ticketing system (<http://servicedesk.nku.edu>). The second gold bar labeled "My Tickets" is a quick way to check the status of your open tickets.
- Here are some Windows key shortcuts to try!
 - Windows Key + L = Quickly locks your computer for security (returns to login screen).
 - Windows Key + D = Shows your desktop.
 - Windows Key + Pause/Break key = Brings up the system properties and basic information about your computer – works great for finding the computer name quickly.

Vendor Invoicing and Vendor Change Requests for Existing Vendors - Best Practices

- As a best practice, please instruct all vendors you correspond with to email all invoices and payment related questions to the Accounts Payable (A/P) alias at invoices@nku.edu.
 - If you would still like to be included on those emails regarding invoices, that is of course fine, but please have your vendors at least include the A/P alias.
- To combat potential phishing attempts, if a current and existing vendor in SAP requests a banking or payment related change to their vendor account, please always direct them to the Procurement (paymentworkssupport@nku.edu) and Accounts Payable (invoices@nku.edu) email aliases.
- Because the Accounts Payable and Procurement departments have access to all of the vendor contact data, they will take care of these changes and try to ensure that they are legitimate vendor requests.
 - Existing vendor change requests are the most likely way for NKU to be spoofed, phished, or hacked by a third-party posing as the vendor.
 - If you ever have any payment-related question in general of this nature, please contact Accounts Payable or Chris Nicolaus (Accounts Payable Manager) for assistance.
- Always check the email domain (@nku.edu, for example) on emails that ask payment-related questions to make sure it is consistent with prior emails. When the domain changes, it is a red flag that this could be a hacked email account.

Planning Budgeting and Cloud Service (PBCS) Procedures




In preparation for strategically planning NKU's FY23 budget, please take time to review the Planning Budgeting & Cloud Service (PBCS)/SmartView procedures on the website. You will find steps to download the SmartView software, if needed, as well as documentation on how to use the system. As always, feel free to contact Chandra Brown (Budget Director) with any questions.

Check Out NKU's Sustainability Website!

Saving energy doesn't always have to come with a cost. Doing things such as closing curtains/blinds on a sunny, summer day will keep your house cooler and prevent the air conditioning from running as much. Likewise, opening curtains/blinds on a sunny, winter day will allow the sun to help heat your home and reduce the usage of your heating system. These small actions will save energy and save you money! Find more tips like this one on the [NKU Sustainability website](#).

LIGHTING THE WAY

Employee Spotlight

 <p>Prudi Downs Sr. Business Systems Analyst Information Technology</p>	 <p>Matthew Humphress Data, Access & Work Control Systems Specialist Operations & Maintenance (O&M)</p>	 <p>Kate Clarke Business Coordinator/Assistant to the Chief HR Officer (CHRO) Human Resources</p>
<p>Prudi has always worked in higher education. She worked at Thomas More University for 16 years. She has been with NKU almost 16 years as well, joining NKU in January 2006 working on the Prism project to implement SAP. Prudi is a Senior Business Analyst leading the SLCM team with kindness, respect, and a little humor thrown in for good measure! The SLCM team oversees the functional areas and student-related activities at NKU including Admissions, Financial Aid, Registrar, Student Account Services, and Advising.</p> <p>Prudi is an NKU alumna, with a Bachelor of Science in Information Systems and a minor in Marketing (1990). While attending NKU, she played softball for one year and volleyball for four years! At last check, she still holds the volleyball record for solo blocks and is in the top 10 for assisted blocks and digs!</p>	<p>Matthew came to NKU as a Material Handler in 2007 and left in 2015. He returned to NKU on the first day of school in 2017 and has been an integral part of the Work Control team ever since. Matthew describes his duties as "I answer the phone when disaster strikes and dispatch the proper unsung hero best suited to set the current wrongs right." He also serves as the keeper and processor of key requests for the campus.</p> <p>Matthew loves to problem solve. The O&M team face unique situations and challenges daily. He enjoys teamwork and finding the most efficient solution to the current challenge before the next one comes along.</p> <p>When Matthew isn't at work, he is spending quality time with his wife and daughter. He is an avid reader of both nonfiction and fiction and tries to get through at least one book a week. Matthew is also a professional video</p>	<p>Kate was recently hired as the HR Business Coordinator/Assistant to the CHRO. She is an NKU alumna, with a Bachelor of Arts in Integrative Studies. Kate comes from a family of NKU alumni; both of her parents attended NKU Chase College of Law, and her grandfather was a graduate and Physics professor. NKU was the first college Kate toured in the 7th grade, and she knew right away that it was the college for her.</p> <p>Kate has many years of experience in customer service and has spent the last two years working in higher education for Gateway Community & Technical College in the eLearning department. Her time in higher education solidified that it was the field for her. In her role at NKU, Kate oversees the day-to-day operations of the Human Resources office, including ordering supplies, and tracking/coordinating schedules. She also creates and delivers detailed communications</p>

Prudi is honest, loyal, and a team player! Those who work with her would also say she has a great sense of humor! Prudi's interests take her outside as she gardens, fishes, boats, and camps in her free time. She is also a cat lover, enjoying the antics of her three rescue cats, Copper (9 years old) and Mimi and Rosco (2 years old).

game designer and works with Microsoft to make content for the video game Minecraft. Programming is his main role, but he enjoys the creative process and gets to dabble in just about all areas of game design.

from the HR office to the NKU community.

Outside of work, Kate enjoys spending time with her family, friends, and pets. She also likes to spend time at NKU's Campus Recreation Center to work on her mental and physical health. Kate does not take any day for granted and often states the quote, "A bad day is still a luxury." She is very excited to come back to the NKU community in her new role with the Human Resources department.

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