April 2021, Vol 2

How to Resolve Respondus Issues on iPads

Attempting to open a Canvas quiz with Respondus LockDown Browser on an iPad that has not been updated, will result in the following error message: "Error: AAC/ASAM is not enabled. The exam cannot be delivered."

Recommend your students download the new Respondus App (version 9.1) from the Apple App Store, if they plan to take a Canvas Respondus Lock Down Browser Quiz on their iPad.

_____

The Importance of Being Accessible

 Since the beginning of COVID-19, more services have transitioned to virtual delivery. Digital accessibility has always been important, but it is now more important than ever. In 2020, litigation rates around accessibility issues increased 23%. Learn more about this critical issue and resources to prevent legal action against NKU.

For assistance, submit a service request to meet with an accessibility analyst.

_____

Protect your NKU Digital Identity!

Recently you may have received a scam email from an nku.edu email address (not marked as "external") regarding either a dog-sitting opportunity, or a Financial Aid "Payment Confirmation" review. These are scam emails, do not respond to them. NKU IT is aware of these communications and working to address them as quickly as possible.

What you can do to help:

- Be mindful with your NKU account. If you register non-NKU services (Netflix, shopping websites, etc.) with your @nku.edu email address, use a different password than the one you use for logging into NKU. Do not reuse the same password on multiple websites.

- Be careful when you receive an email asking to change or verify your NKU account password. NKU NEVER ASKS FOR YOUR CURRENT PASSWORD. Phishers use this tactic to steal your credentials.
- Refrain from sharing your passwords with friends or colleagues.
- Do not use passwords that are easily guessed.
- Change your password if you think you may have fallen for a phishing scam email.

_____

Software Requests

If you would like any software added to departmental labs, smart classrooms, virtual labs, or IT computer labs, or if you want to make sure particular software remains on a lab or classroom system for the summer or fall semester, submit a [service request](#) to IT. (Note: Summer software requests were due March 15.)

If you are using software that has not been used previously, be sure to provide the proof of licensing as well as the installation media. Because of the complexity of running multiple applications for instructional use, software requests submitted after the deadline may not be available for immediate use at the beginning of the semester.

_____

Change Your W-4 Information Online

NKU employees can now change their W-4 information via Employee Self Service (ESS) in myNKU. This is compatible with all browsers, iOS, and Android products.

For those wishing to make changes, [instructions are available](#). Please contact [Payroll](#) with any questions.

_____

Qualtrics Survey Questions

Some Qualtrics survey questions are not accessible to participants who use screen readers. It is important that your survey not utilize inaccessible question types. NKU is responsible for verifying the accessibility of all survey questions.

Likert questions are a popular question type that do not meet NKU's Digital Accessibility Policy standards.

Accessible questions include:
- Descriptive text
- Multiple choice
- Net promoter score
- Text entry

- Slider (but NOT graphic slider)

If you have questions please contact the [IT Training Team](#).

_____

How to Encrypt email

Email is **not** a secure method to share sensitive data or personally identifiable information. Email messages can be compromised if they are intercepted in transit. Encrypting email is quick and easy with Outlook. Please see NKU IT's easy-to-follow [email encryption instructions](#) for how to send and how to open encrypted emails.

_____

Web-Editing Tips

Check these [five web-editing tips](#) to ensure you are editing efficiently while maintaining your web-site.

_____

Check our [IT website](#) for the latest system alerts and news.
Follow updates on Twitter [@NKUCIO](#)