August 2021

Welcome!

Welcome to the NKU Office of Information Technology's first Newsletter of the '21 – '22 academic year. We are excited to share our monthly newsletter with you! This important information will help you navigate the exciting and evolving world of technology.

Please access the [NKU IT website](#) for information anytime, or you can contact the [IT Help Desk](#) for assistance.

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Classroom Technology Training

The Office of Information is offering Open House hours for faculty to learn first hand about the new technology installed in the Science Center and Nunn Hall.

- Science Center, room 225- Monday, August 16th from 1:00 pm – 3:00 pm
- Nunn Hall, room 426 - Tuesday, August 17th from 1:00 pm – 3:30 pm

Feel free to come with questions, or to watch a demonstration.

Recordings of past training sessions are available for the following buildings:
[Business College](#)
[Founders Hall/Health Innovation Center](#)
[Griffin Hall](#)
[Landrum](#)
[Math, Education, & Psychology](#)
[Student Union/University Center](#)

If you are not able to attend the Open House hours, or if your building is not listed, please schedule a [one-on-one consultation](#) with your IT Client Support Specialists.

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Technology Support Hours

The [IT Help Desk](#) is open for phone (859-572-6911) and [chat](#) support during the following hours:
- Monday - Friday: 7am - 10pm
- Saturday: 8:30am - 5pm
- Sunday: 12:30pm to Midnight

[Email](#) and online [service requests](#) may be submitted at any time and a support specialist will respond during open hours.

To chat with a Help Desk Technician, click the speech bubble symbol   in the lower right corner of the [IT Help Desk webpage](#).

The [Norse Tech Bar](#) is available for walk-in assistance in the University Center on the plaza level. Technology experts are available to answer questions and troubleshoot computer, tablet, and smartphone problems. Printers and lab computers with Microsoft Office and specialized software are also available. Equipment loans are available for Dell laptops, MacBook Airs, and iPads. Hours of service are:
- Monday - Thursday: 8am – 6:30pm
- Friday: 8am – 4:30pm
- Closed Saturday and Sunday

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Start of Semester Support

During the first two days of the semester, IT staff will be located in key areas of campus to help with smart classroom support and other technical questions. Support staff will be centrally located in academic buildings, but will be able to move around to assist faculty. As always, faculty can call the Help Desk at 859-572-6911 for assistance. We hope this in-person service will smooth early issues by providing an immediate response to technical problems.

Locations include:

BC 1st floor entrance nearest

FA 3rd floor near plaza entrance (near Art Office)

GH 2nd floor in the Informatics Commons

HE 2nd floor in grand forum near room 221

LA 4th floor near elevators

MP 3rd floor near elevators in the center of the building

SC 3rd floor opposite elevators

SL 3rd floor near public service desk (plaza level)

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Connect to VPN

Technology improvements have occurred on campus. These changes will be better received if you connect your NKU owned devices to VPN before returning to campus. This will prevent any connectivity or security issues when preparing for the start of the semester. Check the [Knowledge Base for information about VPN,](#) including installation instructions.

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New Wireless Networks Available

NKU_SECURE has been retired to improve wireless security. The wireless networks, NKU_PUBLIC and NKU_ENCRYPTED will remain available for use by students, faculty, staff, and university guests.

NORSE_NET and NORSE_GUEST are new wireless options. If you require access to internal network resources (J: K: drives, etc.) connect to NORSE_NET by logging in with your NKU username and password. NORSE_NET and NORSE_GUEST can be used by both NKU computers and personally owned devices. If you have further questions or require assistance to move to a different wireless network, please contact the NKU IT Help Desk at (859) 572-6911, or [submit a service request](#).

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Minitab Licensing Changes

Due to changes with Minitab licensing, NKU will be licensing people individually. Do not be surprised if you receive an email welcoming you to your Minitab® Statistical Software subscription. This email will be sent to everyone enrolled in the Minitab system. There will be a link in the email for you to sign into your account for the first time.

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Flexible Work Location

As we return to the office and have flexible work locations, please be aware that IT does not have the resources to provide docking stations, webcams, or monitors for multiple locations. Please plan to transport your laptop and power cord between work locations.

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Syllabi tip

Consider adding technical resource information to your syllabi. We can help free your valuable teaching time, by providing technical support to your students. We are available to assist students with hardware, viruses, email and academic software. Please send students seeking support to the Norse Tech Bar in University Center or refer them to the IT Help Desk.

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Kaltura

Kaltura is NKU's video storage, lecture capture, and editing tool. It allows faculty to easily record and caption videos for classes. Machine captioning is turned on for all videos and a simple editor tool is available to increase the reliability of the caption. For assistance, please check out IT's Kaltura knowledge base videos and articles or contact CITE or the IT Help Desk.

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Acceptable Use Policy and Information Security Policy

Please read the Acceptable Use Policy and the Information Security Policy. This information applies to all persons using and/or accessing NKU's computing resources, regardless of whether they are accessed from NKU's campus or from remote locations.

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IT Maintenance Window

Saturday, early mornings from midnight to 6:00 am are the NKU IT maintenance windows. IT does not publicize outages during these maintenance times, however we want to remind campus that services maybe unavailable during these weekly timeframes while upgrades and changes are made to services.

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Office 365

NKU provides Microsoft Office 365 to every employee free of charge. This means the latest version of the full Microsoft Office productivity suite, (including Word, Excel, PowerPoint, OneNote, and more,) is available for offline and online use. As long as you are an NKU employee, this software is free for you to use. You may install it on up to five compatible devices, and you can use OneDrive for automatic syncing between all your devices. Click for installation instructions.

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Supply Chain Challenges

Industry-wide, there are difficulties acquiring semiconductor chips. This is affecting NKU's ability to purchase technology for classrooms, labs, faculty, and staff. We are noticing delays in shipping on many technology-related items and are working with our vendors on lead times. At this time, we do not have a timeline for resolution.

For help with any technology related purchase, please submit a service request.

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Liaison Meetings for Computer Replacements

Computer Replacement liaison meetings are currently being scheduled across campus. IT recommends laptop computers in support of a mobile working and teaching environment.

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2021 Virtual Kentucky Convergence Conference

The Kentucky Convergence Conference is the annual experience that brings higher education professionals together in information technology, academic libraries, online learning, and instructional design. Public colleges and universities, as well as private institutions are represented. Kentucky as well as surrounding states participate in this event.

Conference Dates: Thursday, October 21 – Friday, October 22
Virtually hosted by the University of Louisville / Shelby Campus

Register here

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