

May 2021



Emergency Broadband Benefit Program

The Federal Communications Commission (FCC) announced that the [Emergency Broadband Benefit Program](#) will start on May 12th. This program will allow eligible households, which include those with a Pell Grant recipient or that have experienced significant income loss since February 2020, to receive a \$50 monthly discount for broadband access. The program will also provide up to a \$100 one-time discount for a computer or tablet.

This is a significant opportunity for eligible students who have struggled with internet challenges. The FCC's pre-existing eligibility verification system may result in process delays for post-secondary students.

Please urge students to familiarize themselves with the [registration site](#) now, so they are prepared to enroll at the earliest availability when the program goes live on May 12th. Additional information is available on the [FCC website](#).

Hotspot Replacements Available

The Norse Tech Bar has new loaner hotspots available. The last day for students to keep the originally loaned hotspots is this Friday, May 7th, however, faculty and staff may stop by anytime during open hours to swap their Ellipsis hotspot for a new one.

Let the [Norse Tech Bar](#) know if you need a new or replacement hotspot for the summer!

ITAC Software Request

The annual Information Technology Advisory Committee (ITAC) software request process is beginning for the '21 – '22 fiscal year. Annually, the committee has a software request

process for Deans, Department Chairs, Program Heads, or Directors to submit prioritized software requests for the committee's review.

The goals of this program are to provide funds for new software that impacts the instructional process and to provide funds for *existing* academic software.

Please see your Dean, Program Head, or Department Chair for the 2019 ITAC Software Request form. Department chairs/directors should email submission requests to [Bert Brown](#) by June 4th, 2021.

Lab Software Request for Fall Semester

As part of annual maintenance, all lab and classroom computers have the operating system reinstalled to clear the clutter that accumulates during a school year. Therefore, any specialized software previously installed on computers will NOT be automatically reinstalled unless IT receives a request to do so.

If you would like any software added to departmental labs, smart classrooms, or IT computer labs, submit a service request **by July 15th**, along with appropriate licensing verification.

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.

Plan ahead and submit your software request before leaving for the summer!

Norse Tech Bar Summer Hours

Beginning May 10th, summer hours for the Norse Tech Bar are:

- Monday through Thursday, 9:00 am to 4:30 pm
- Friday availability is by appointment only
- Closed Saturday and Sunday

Please let us know if you would like technical support!

Help Desk Summer Hours

IT Help Desk summer hours begin May 8th.

Summer hours are:

- Monday through Friday 7 am to 10 pm
- Saturday 8:30 am – 5 pm
- Sunday noon – 8 pm

Visit the [IT Help Desk](#) for technical support.

Canvas Accessibility Checker

Canvas has a built-in accessibility checker. Any document in Canvas that can be edited, can have its content verified against several basic accessibility standards. See below for the highlighted accessibility checker button to check the current text box you are editing:



Click this link for the [Canvas Accessibility checker Documentation](#)

Security Tip for Personally Identifiable Information

Sending unencrypted email that contains sensitive information puts your personal information at significant risk. To mitigate that risk, NKU uses a Microsoft tool that utilizes a formula to automatically scan emails for sensitive information upon transmission. The tool scans for credit card numbers and other personally identifiable information (PII), such as social security numbers.

If you send an unencrypted email containing what the system believes to be personally identifiable information, you will receive an immediate response email. This communication will inform you that the email may contain information not fit for transmission. You will be given the option to send the held email, however, only do so if you are sure that your message doesn't contain compromising information.

Remember that if you need to send personally identifiable information through email, you must encrypt the message. Instructions on how to encrypt email can be found on our [encryption web page](#).

If you have questions about what information is deemed as confidential or private, please refer to the [Information Security Policy](#). Also, please view the [Credit Card Processing and Security Policy](#) for information on the appropriate use of credit cards.

Check our [IT website](#) for the latest system alerts and news.
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