



## Lab & Classroom Software for the Winter & Spring Semesters

If you would like any software added to departmental labs, smart classrooms or IT computer labs, or if you want to make sure particular software remains on a lab or classroom system for the winter term and spring semester, submit a [service request](#) to IT no later than **Monday, November 16**.

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.

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## Norse Tech Bar Adjusted Hours

The [Norse Tech Bar](#) has adjusted hours of 8:30 am to 4:30 pm for the remainder of the fall semester due to the continuation of remote operations and learning.

The [IT Help Desk](#) remains open their standard hours

- Monday - Friday: 7 am – 10 pm
  - Saturday: 8:30 am – 5 pm
  - Sunday: 12 pm – 8 pm
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## Google Workspace approved for NKU use

Aspects of Google Workspace (formerly G-Suite) have been approved for NKU use. This is an ideal product for student academic collaboration use. Permitted products include Chat, Meet, Drive, Docs, Slides, Sheets, and Forms. Google Workspace has [training videos](#) available.

Gmail and calendar are NOT permitted due to security concerns. Microsoft Office 365 is a secure solution for NKU. Additionally, please remember that sensitive data and

personally identifiable information (PII) should be shared only through secure channels using [encryption](#) with Microsoft Office.

NOTE: Microsoft Office 365 remains the NKU standard for email, and sensitive information should **NOT** be stored in G-Suite. Contact the [IT Help Desk](#) for assistance.

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## **WebEx**

NKU has standardized its collaboration platforms with both Zoom and Microsoft Teams. With this in mind, the WebEx application will be **unavailable** effective January 31<sup>st</sup>, 2021. Please login and download any saved videos within the WebEx site prior to that date. Additionally, WebEx meetings and training sessions cannot be scheduled after January 31<sup>st</sup>, 2021.

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## **Zoom Video Retention**

On February 1, 2021 Zoom recordings for the past 6 months will be saved in Kaltura. Any Zoom recordings recorded prior to August 1<sup>st</sup>, 2020 will be purged.

If you want to save any Zoom recordings from before August 1<sup>st</sup>, 2020, please move them off of Zoom, before the February 1<sup>st</sup> cancellation date. Contact the [IT Help Desk](#) for assistance.

Additional reminders will be communicated as we get closer to the February 1<sup>st</sup> deadline.

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## **Power Outage will affect Virtual Desktop Computers**

December 14<sup>th</sup>, during the winter break, Fine Arts, Landrum, and Nunn Hall will have their power turned off. This will impact the availability of virtual desktop computers in the following labs:

- FA 224
- FA 305
- LA 408
- LA 524

Virtual desktop computers will not be available during this time. The list of [software titles in those labs](#) can be found on the NKU website.

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## **Kaltura Update Reaction**

When attempting to 'record' in Kaltura, if it just 'spins' for a while, then goes back to the normal recording bar without recording, it means that Kaltura Capture is updating in the background. When it finishes updating, a pop-up will appear stating that the update is complete.

Hit record again, and it will now record successfully.

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## **The Great PDF Purge**

IT and Marketing and Communications would like to give a big **Thank You** to the web editors who spent time maintaining their website folders in Adobe Experience Manager (AEM) last month. They deleted unnecessary PDFs from NKU web pages during "The Great PDF Purge" which focused on compliance and digital accessibility.

This initiative will continue as we work through PDF removal and transition in the coming months.

Ongoing communication will occur with web editors, but be advised you might hear from someone on your team about website content. Since web editors are often not content owners, they may need your feedback. Please work with them if contacted and help keep NKU websites best-in-class.

Visit the [NKU Accessibility site](#) to learn more about [The Great PDF Purge](#) and other accessibility resources and [training](#). We are here to help you! For assistance please contact the [IT Help Desk](#).

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## **Borrow a Laptop / Headset / Microphone / Hotspot / Web Cam**

If you will need to [borrow technology](#) to use off campus, please contact the [Norse Tech Bar](#) before the move to fully virtual instruction.

Laptop computers, headphones, microphones, web cameras, and internet hotspots are available to borrow. This equipment will help create a reliable teaching, working, and learning environment.

Note: all equipment borrowed by faculty and staff is due to be returned by May 15, 2021. (If you have students borrowing equipment, it is scheduled to be returned by

December 11, 2020. Students are able to borrow equipment again for the next semester.)

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## Mobile App

Join **over 1000** NKU colleagues who are using the faculty/staff profile on the mobile app!

Choose the appropriate App Store link below:

- [Apple App Store](#)
- [Google Play Store](#)

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

Follow updates on Twitter [@NKUCIO](#)