IT CONNECTIONS

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Wi-Fi Improvements with New Aruba APs

The new Wi-Fi access point (AP) installations for 31 campus buildings are going smoothly and will be completed in the next few months. We've heard promising feedback from people in upgraded buildings–have no doubt, though, we'll continue to monitor #unccproblems to gauge success! You can see full project details from the original announcement (http://itservices.d07-stage.uncc.edu/updates/2015-12-08/campus-wi-fi-improvements-are-here) in ITS Updates and Announcements section.

Eduroam for Wi-Fi Access

If you're not already aware, another Wi-Fi upgrade occurred earlier this month. On Jan. 5, Niner Wifi-Secure was replaced with eduroam. (http://itservices.d07-stage.uncc.edu/updates/2015-12-14/wireless-access-updates-eduroam) Eduroam has been available alongside Niner WiFi-Secure for several months, offering the same security and added benefit of being available at any participating university worldwide! Just enter your full email address (name@uncc.edu) to access eduroam.

Niner WiFi-Secure should continue to work on devices where it's already set up, but it will fully retire this summer. If you have any problems using your current setup, just use eduroam instead. Also, Niner Wifi-Guest access has been simplified for campus visitors by the removal of its email entry requirement.

Dropbox File Storage Available this Spring

Dropbox for Business will be available to all faculty and staff in the latter half of February. It will offer unlimited, secure, cloud-based file storage–all you need is a web browser and you can access your work files anywhere, anytime! It will eventually replace the H Drive this fall, providing easy file access, mobility and improved disaster recovery. Dropbox is familiar to our campus community as over 2,300 of you are already using your uncc.edu email address with a personal Dropbox! You will have several months to acclimate yourself with Dropbox for Business, as well as Dropbox FAQs (https://faq.uncc.edu/display/UK/Dropbox) and training videos to help you get started.

Learning Management System (LMS) Evaluation Committee

A 35-person committee was formed last fall to evaluate Moodle, the University's current LMS. Made up entirely of faculty and students (http://teaching.uncc.edu/academic-technologies/lms-evaluation/committee-members) from all different colleges and departments, the goal has been to determine if other LMS platforms should be explored. After conducting a campus-wide survey and holding several meetings to explore current and future needs, the evaluation committee requested product demonstrations from four different LMS vendors. From these, they've decided to launch a pilot test of the Canvas LMS this semester and evaluate results. The Evaluation Committee will decide whether the University continues with Moodle or moves to a different vendor.

CIO MESSAGE

The nature of technology continually evolves, offering solutions to changing business needs and customer expectations. We are responsible for providing these to you, as well as providing the appropriate resources and understanding to achieve these goals. It's something we work toward every day.

To the left are current and upcoming campus-wide key projects. Much of our recent work has been focused on mobile, cloud-based, 24/7 access to services. Why? Because people have come to expect this from their technology. In today's environment, access to information solely from a workstation can be a limiting factor for getting work, research, and other things done. Google was a start but there's more to do in 2016. You will be kept up-to-date as work continues!

And speaking of updates, there are several ways to know what we're doing that broadly impacts the campus community. Specifically, visit our Key Projects Tab (http://itservices.d07-stage.uncc.edu/projects/list) to learn about upcoming projects and try the new Updates and Announcements page (http://itservices.d07-stage.uncc.edu/updates) that shows all IT campus-wide communications in one place (no more searching for that original email). Also, an IT Master Plan update will soon be provided, informing the campus community of progress since the Plan's adoption.

Here's to all of your new chapters this year!

Mike Carlin

Windows 10 Phased Upgrade

To provide the most up-to-date technology, Microsoft's Windows 10 operating system will be installed, in phases, on campus computers. Overall, it has received quite favorable customer reviews. Windows 10 will first come on new computers and will be available to any faculty or staff employee who requests it through the IT Service Desk. Later this semester as college and department-wide rollouts occur, ITS will offer training classes to familiarize customers with the new system.

Student computer labs should receive Windows 10 this summer during their annual updates and e-Classrooms will get upgraded summer 2017. A phased replacement plan is also being developed for existing Windows 7 computers.

New Cell Tower

Have you noticed that huge grey pole located between Belk Gym and West Deck? Raised in November, this tower is for campus cellular coverage and capacity. T-Mobile and AT&T are already using it and Verizon has expressed interest. Although ITS does not control campus cellular coverage, we hope everyone will notice some improvement!

Help Desk Online Upgrade - Cherwell

An improved, more user-friendly Help Desk request system is being tested and implemented this semester. Powered by new vendor Cherwell Software, you'll be able to do everything you could do in the current HDO system and more!

Banner System Updates

We've received many requests for a Banner mobile app and are working to make that happen. It's in the early stages of planning but we hope to start making some options available this summer! Initially, it will be called "Ellucian Go," but it will eventually get branded with UNC Charlotte's colors, etc.

Also, certain Banner modules will be upgraded to Banner XE (although it will continue to be called "Banner"). Banner XE is the latest version of Banner, offering web-centric tools (important for our 24/7 mobile access needs) and a cleaner look and feel. This is a major project that will take 1 - 1.5 years to fully implement; we'll start with some administrative