

Campus Technology Committee (CTC)

April 17, 2023

Minutes

Meeting held via Zoom

Present: Alireza Bolori, Ana Marie Almeda, Julie Masura, Patrick Pow, Wes Lloyd, Bill Fritz, Lisa Hoffman, Jarrod Call, Y Jenny Xiao, Susan Wagshul-Golden, Joshua Gibson, Andrea Coker Anderson, Ralph Bane, Sean Schmidt, Caitlin Moats

Absent: Johnny Doan, Christopher Knauss, Paul Lovelady, Darcy Janzen, Stephen Rondeau

1. Updates

- 1.1. Five Verkada cameras have been installed in four locations. We are waiting for the Union to respond with any comments. On April 24, 2023 the cameras will go live. Depending on financial considerations, the Facilities department may replace current cameras facing Milgard Hall. Campus Safety often receives reports of activity of concern in this area.
- 1.2. Renovation WG-322 to be completed by end of Spring quarter. Room will be online 6/20/23.
- 1.3. More details regarding Grammarly will be shared at the next CTC meeting.

2. STFC Update

- 2.1. They are screening proposals including several high impact tri campus unified proposals.

3. Workplace violence prevention training (Susan Wasgshul-Golden)

- 3.1. We are looking for a General training solution. The Safecampus program is producing a video for all three campuses. Should UWT develop our own video centered around prevention and intervention awareness? We will have this discussion after we see the progress of the Safecampus video.
- 3.2. There is not an off the shelf solution from our vendor that fits our criteria. We will use our current vendor for Cybersecurity training only.

4. Email Policy (Joshua and Ralph)

- 4.1. Students are told to use a uw.edu email address.
- 4.2. The FAQ sheet shows what to do if a student is having challenges and how to set up uw email.
- 4.3. In Seattle there is a work around where the student asks the professor to let them into a course even if they are using a non uw.edu email address. UW Tacoma students are required to use a uw.edu email address (net ID) when signing up for courses.
- 4.4. At the UWT campus all courses are set up to be accessed with a net ID.
- 4.5. Should faculty let students into courses without a Net ID? No.
- 4.6. Students using their uw gmail account as their net id might encounter issues. The FAQ of the UWT Helpdesk (see document below) can be referenced in those situations.

- 4.7. Faculty have received anonymous emails from outside of the uw system that are intended to cause harm. These emails have purportedly come from students.
 - 4.8. When students apply and they chose to keep forwarding enabled instead of creating an Office 365 account or uw gmail account, they don't trigger the creation of a uw email address which in turn does not trigger the creation of a UW Tacoma account. It is in their best interest to create a uw email address.
 - 4.9. Late admits are flagged and contacted and asked to create a uw net ID. The Registrar's Office contacts them through their non uw email.
5. Badgr in Canvas (Caitlin and Joshua)
- 5.1. Micro credentialing is a newer concept that runs the gamut from basic to almost a "mini degree". These micro credentials are not credit earning.
 - 5.2. Three examples where shown: smaller (IT HeldDesk), midsized (EH&S) and larger (Global Innovation Design Award). IT HelpDesk – showcases skills mastered in a specific area - relevant to a department. EH&S – one stop shop to see how competencies map across the University of Washington – relevant to an institution. Global Innovation Design Award – potentially recognized worldwide – relevant to an industry.
 - 5.3. Is it widely used outside of the higher education sector? Anecdotal evidence indicates they are common in LinkedIn. Ten students at the University Denver felt it did assist them with job placement. Micro credentialing may help define concrete skills.
 - 5.4. Will we have these available for every department? Who would be the steward of the data collected? Once a framework is set up, the conversation regarding having one for each unit that meets the criteria set by the yet to be formed governance committee should be explored.
 - 5.5. Potential use case: a non-traditional student facing barriers to the job market outside of retail could use this to articulate and show case the work they did on campus.
 - 5.6. Historically micro credentialing noted softer skills. Through an agreement with the Foster School of Business, we are using a Badgr instance free of charge. If we start using it significantly, we may need to review. We will also need to look at covering the cost in the future once we have a framework in place. Patrick is in active negotiations with UW Seattle departments to finance this at least initially.
 - 5.7. Two companies that seem to be fairly well received are Credly and Badgr. There are two types of systems open framework and closed framework. The closed framework system (like Credly and Badgr) seem to be taken more seriously. The badge carries the "weight" that the person looking at it attributes to it, often based on experience with the perceived value of that brand. Because this is all so new, we can only say anecdotally at this point that the more substantive a micro credential is (ie tied to meaningful criteria properly vetted) and the greater the brand awareness of the institution that issued the badge, the more likely it will be impactful in a given industry.
 - 5.8. Over the next few months data regarding the three micro credentials currently being used will be collected and reported back to the CTC for feedback on next steps, including suggestions for creating a micro credentialing governance committee.
6. Meeting adjourned at 12:30 pm.

IT HelpDesk FAQ Sheet

This document provides a list of frequently asked questions and answers from students using resources provided by UW Tacoma's IT Help Desk.

Who can use the IT Help Desk?

Current and active students can use resources available at the IT Help Desk. This is because our services are funded by the Student Technology Fee that is included in your tuition. There are no exceptions to this policy.

What do I need to bring with me?

We ask that students have their student ID card or their student number to sign into the lab. You can find your student number on your MyUw homepage under your student profile. If you need a [new student ID card](#) you can submit a request through the Office of the Registrar.

When are the Printing Labs open?

Our hours of operation are as follows:

Walsh Gardner (WG) 108:

Monday-Thursday: 7:30 AM - 9:30 PM

Friday: 7:30 AM - 3:00 PM

Saturday: 9:00 AM - 5:00 PM

Sunday: Closed

Cherry Parkes (CP) 005:

Monday- Thursday: 9:00 AM - 5:00 PM

Friday: 9:00 AM – 3:00 PM

Saturday- Sunday: Closed

How Do I Log Into the Computers?

If it is your first time logging into a campus computer (excluding library and classroom labs), your username will be your **NetID** and your password will be your **student number**. Once logged in, it will prompt you to change your password, which can be set to anything you would like.

If you are a returning user and are unable to log in (forgot password or account locked), please see the Help Desk and provide your student or any other form photo ID and confirm your NetID.

What is a NetID?

A NetID is a username specific to the University of Washington. It is the first part of your UW email address and is used to log onto all of the UW services. (e.g. If Jay Doe's email is *JDoe@uw.edu*, their NetID will be *JDoe*)

How do I change my online login (NetID) password?

You can reset your password for online UW logins by visiting this [link](#). You will need your ID number which can be found on the back of your UW ID card. If you do not have an ID card, please contact the [Office of the Registrar](#).

Will resetting my computer login password change my online UW login?

No, your on-campus computer login and your online login are separate so resetting your password for signing onto the computers will not affect your online logins.

What is Duo 2FA?

Duo is a 2-Factor-Authentication system that provides extra security for both you and everyone who is a part of the campus community. You will need a mobile device to authenticate your identity in order to use UW's online services. For more information check out the [2FA webpage](#).

How do I set up Duo 2FA?

To set up Duo 2FA for the first time, navigate to our [2FA set up page](#) on the IT Connect website.

Why can't I see one of my classes on Canvas?

Canvas courses are only available when a professor publishes it. Canvas pulls from the registration system in the Registrar's Office. It typically takes 24 hours from the time a student enrolls in a course for it to show up in their Canvas account. If you have been enrolled in a course for 24 hours and still do not see it in your Canvas account, make sure that your UW email is setup properly (please see below for details).

Printing FAQ

Where can I print on campus?

Printing is available for students at multiple locations on campus: [Printer Stations](#), Walsh Gardner (WG) 108, and in Cherry Parkes (CP) 005.

Can I add money to my account?

No, we cannot add money to a student's account since this service is funded by the Student Technology Fee included in your tuition.

Where can I print if I don't have enough funds?

Students can use the printing stations located in some of the buildings on campus. These stations require students to bring their own paper. Paper must be standard 8.5x11 printing paper. For more information, please visit the [Printer Stations](#) webpage.

Can I print in color?

Yes, students can print in color at both of our printing labs. The printing stations only print in black and white.

How much does printing cost?

Printing costs: 10¢ per page (black and white)

40¢ per page (color)

For double-sided printing, each side counts as a page.

Can I print using nonstandard paper?

No, our printers are set up to only print using standard printing paper. We cannot accommodate other types and sizes of paper. To print larger documents and other files, contact the [Copy and Mail Center](#).

Where can I find information on 3D printing?

For information on our 3D printing services, check out our [3D printing Webpage](#).

Emails FAQ

Why am I not receiving Emails?

If you aren't receiving emails, there could be a number of issues.

- 1st year & transfer students: New students must pay tuition fees and register for classes before being able to access their university email.
- Other students: You may not have completed all steps to setting up your UW Email.

How do I set up my UW email?

To set up your UW email, go to the Manage [UW Net ID resources](#) page and log in.

On the left, select **UW Office 365** and follow the instructions for activation.

Once you've completed setting up the Office 365, select the option **UW Google**, (also found on the left hand side) and follow the instructions for set up. Be sure to select the option to forward to this email.

How do I change my email forwarding?

To change your email forwarding option go to the [Manage UW Net ID resources](#) page and log in. Select the forward to UW Google option and select "OK" at the bottom.

Your email will now forward to your university Gmail*

**Please note, this process can take up to 2 hours to fully process*

Can I forward to any email option?

We ask that students forward their email to Gmail. This allows them to use their email and campus resources without complications and makes it easier for professors to get in contact with you. Please see our [email policy page](#).

Software FAQ

What software is available to students?

There are many programs available to UW students; you can access them through [UWARE](#).

What if the software I want/need is not on UWARE?

If a software is not available on UWARE then we do not offer its licensing. You can contact the software company to see if there are discounts available for college students.

How do I use Word and other Office 365 applications?

To use Office 365 applications, you will need to first download and install the software and then log in using your UW login.

What is HuskyOnNet?

Husky OnNet is a free VPN service for UW students, faculty, and staff that allows them to securely access UW network resources from remote locations. For more details, check out the [IT Connect Husky OnNet webpage](#).

How do I access shared drives (S-Drive and H-Drives) off-campus?

To access the shared drives remotely you will need to have logged onto on campus computers before and have HuskyOnNet installed and active.

Once that is complete, go to our [Network Access page](#) and agree to the Terms and Conditions.

Your username will be *UWNetID@tacoma.uw.edu* and your password will be the same as your on campus login.

How do I access my UW OneDrive?

You can access your UW OneDrive through either the Web or the app. To access it, just log in using your usual UW online login.

What is Remote Labs?

Remote labs is a service that allows you to access on campus computers remotely. This service requires HuskyOnNet and set up varies depending on your device operating system.

How do I access Remote Labs?

Accessing Remote Labs varies depending on your computer's operating system. For more information and setup instructions visit our page, [Remote Computer Access](#).

Checking out technology FAQ

Can I check out a laptop?

Yes, the IT Help Desk have laptops available for current and active students to check out.

How long can I check out a laptop?

Students can check out a laptop for a week at a time. If you need it for the entire quarter contact Joshua Gibson, jcgibson@uw.edu.

Can I reserve a laptop?

No, our laptops are available on a first come first serve basis.

Should I keep a backup of my files?

Yes, on our laptops there is a software that erases foreign files and applications whenever the computer restarts, resets or loses power. Once erased your files will not be recoverable. This is why you should always keep a backup of your file while using our laptops.

Can I download software for class on to a laptop I checked out?

Yes, if the software does not require administrative access to for download and installation then it is able to be downloaded onto our laptops.

What if the application I need requires administrative access?

If an application for your class requires administrative access, you will need to contact Joshua Gibson, jcgibson@uw.edu, and let him know of your situation, he will inform you of the options available to you.

Can I check out just a charger?

No, we do not have chargers available for check out. To charge your mobile device you can use one of the charging stations around campus.

How many items can I check out at once?

Students can check out up to three different pieces of equipment and one laptop at a time.

What if a laptop or piece of equipment I checked out gets broken, damaged or lost?

If a laptop or piece of equipment that you checked out gets broken, damaged, or lost, you will be liable for the damages and the cost of replacement will be charged to your UW account as per the contract signed at the time of checkout.

What if I turn in an item I checked out late?

If you turn in an item late, the item will be marked in our system as missing and there will be a hold added to your account. For inquiries, contact Joshua Gibson at jcgibson@uw.edu.

Notes from Student Workers:

- When you look up the IT Help Desk, the link to the site's homepage should be the first one listed.
- Add hours and contact information for the labs at the top of the webpage so it is easily accessed.
- For the RFA access page, include a link to the Terms and Conditions so that people can read them.

This document was a collaborative effort and was worked on and reviewed by the following employees: Alex, Isabel, Ashvir, Jennifer, Ryan and Susan.