ASG NEWS

PENN STATE Erie | The Behrend College

A joint newsletter of the John M. Lilley Library, the Computer Center, the Copy and Multimedia Center, the Learning Resource Center, the Center for Teaching Initiatives, and the Center for eLearning Initiatives.

TWO-FACTOR AUTHENTICATION IS HERE!

Login with user ID and password + Use device to verify your identity = Securely logged in

Many of you are aware that the University is implementing two-factor authentication (also referred to as 2FA) for all faculty and staff. In fact, over 100 Behrend faculty and staff are currently using 2FA. If you are not one of those hundred, it is important to note that the upcoming deadline for 2FA enrollment for the western campuses is…

March 22!

So what is it? Two-factor authentication refers to the pairing of two levels of authentication in order to provide extra security for Penn State resources which require the thumbprint for login.

The first level of authentication is something you already know and use --- your email user ID and password. The second level involves sending a "passcode" (a random set of numbers and/or letters) to something you have --- such as a smartphone (or other device) --- to confirm that the device is in your possession. The advantage of having the second level is that it prevents anyone from logging in even if your password was compromised.

BEHREND INFORMATION TECHNOLOGY SERVICES

TWO-FACTOR AUTHENTICATION...

It is recommended that you register at least two devices for 2FA in case there is an issue with the primary device. For example, if both your smartphone and office phone are registered, then you can still authenticate from your office phone if you accidentally forget your smartphone. Devices that can be registered are smartphones, cell phones, landline phones, tablets, and Duo hardware tokens. (The latter costs $22 and may be purchased from Software@PennState.)

To learn more about 2FA and to enroll your devices, visit: Two-Factor Authentication Roll-out to Faculty and Staff (http://identity.psu.edu/services/authentication-services/two-factor/webaccess/). Or contact Behrend's Behrend's Information Technology Services (formerly the Computer Center) for information and assistance.

If you have not enrolled by March 22, you won't be able to access any PSU resources that require the thumbprint. So be sure to enroll today!

VIDEO CONFERENCING SERVICES

Are you confused about video conferencing and what application to use? Behrend Information Technology Services is working on streamlining your needs and requests. We are collaborating with CMC and CTI to create a web page which will allow you to navigate through different scenarios and help you decide the best route to take. Polycom, GoToTraining and Skype are three of the most popular choices on campus. If you are unsure, we can help you decide.

Polycom offers a couple of different options. You can reserve a specific room on campus through CMC which allows a direct connection to one or many parties. The rooms are set up with special cameras and microphones. You can also use Polycom through a desktop application or web site on your PC or laptop.

GoToTraining offers more of a conference like setting. You can share documents and record your session. We have a Behrend license which enables connections of up to 200 people at once.

Skype is often used when a one to one connection is needed. It's a simple and quick option for online interviews or bringing a guest speaker into a classroom or meeting.

Stay tuned for our new web page! If you need any help in the meantime, please submit a work order and we will direct you accordingly.
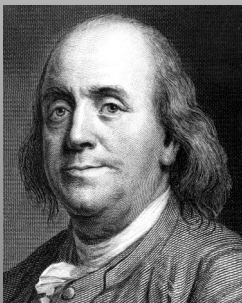
COPY AND MULTIMEDIA CENTER

Remember that you can order copies anytime of the day or night by completing the copy order form on our website. Here's the link:

http://webforms.bd.psu.edu/request-for-copies

There is a 2 hour turn-around time for normal black and white copies. Please allow more time for copies involving binding, color pages, inserts, folding, etc. If you have any questions, please call us at extension 6121.

REMINDER

Faculty, did you know that some of the bulbs in classroom projectors cost nearly **FIVE BENJAMINS** apiece?

If you use a classroom computer, don't forget to logoff, lock the podium, and power off the projectors. Thanks!
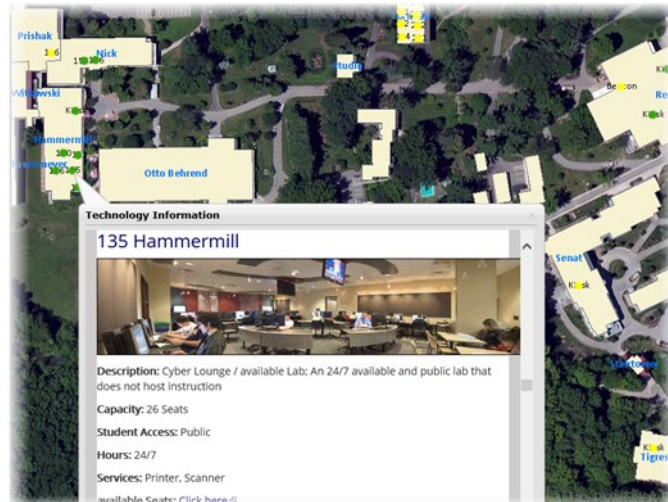
BEHREND INFORMATION TECHNOLOGY SERVICES

ENHANCEMENTS TO CAMPUS IT SERVICES

New Router – TNS (Telecommunications & Networking Services) will install a new router by the end of March. This will increase our Internet speeds to 10 GB --- a five-fold increase --- for communications between Behrend and University Park.

College Resource Maps – Two new interactive maps have been deployed at the college using ArcGIS software: the Arboretum (http://psbehrend.psu.edu/arboretum) and the BITS Lab Locations (http://maps.bd.psu.edu/bits.html). The map for the arboretum was a collaborative effort among BITS, Mike Naber and Ann Quinn (School of Science), Randy Geering (Operations) and Marcus Rennant, Zakarias Bekele, Mark Kiddo (students).

The experience gained from these two projects will be useful in creating other interactive maps of college resources. Also, as a result of our expertise, we are offering support to the Shenango campus with a mapping project of their own.

One Forest – BITS (Behend's Information Technology Services) is participating in a University-wide pilot project involving One Forest. One Forest will provide the means for maintaining faculty, student, and staff account information in one, centralized location. This will facilitate the management of Penn State IT services that are provided to faculty, students, and staff. BITS is currently testing One Forest in anticipation of its release.

Fleet Vehicle – BITS recently acquired a fleet vehicle to help us transport equipment and provide support to departments across campus.

COPY AND MULTIMEDIA CENTER

COPIER CONTRACT UPDATE

The contract that the University has had with Ricoh since January of 2011 will expire on May 31st of this year. The company currently has over 1700 devices across the Penn State system including 42 at Penn State Behrend. The average monthly volume for the machines located at Behrend is just shy of a quarter of a million copies. Should the University renew Ricoh's contract, all machines at this location will be replaced with new units with more capabilities. As before, all copy machine leases will be processed through the Copy and Multimedia Center.

WELCOME KENNETH

Kenneth Mason joined the Copy and Multimedia Center staff as Administrative Assistant on March 7. Ken brings his experience in consumer electronics and customer service from positions he held at Custom Audio, Ergo Audio and Barnes and Noble where he oversaw teams of technicians and sales associates, assisted customers, provided phone support troubleshooting technical issues and provided customer training in the use of various equipment.

Ken has already taken over copy run responsibilities and will be the first point of contact at CMC. With Ken's extensive background in electronics, he will provide classroom and special event support. Please welcome Ken to the Penn State Behrend community if you see him on campus.

JOHN M. LILLEY LIBRARY

The Behrend Faculty Publication reception will be held on Thursday, April 21 from 2 – 4 PM in the library. Faculty who have publications to contribute are encouraged to participate by contacting Stephanie Diaz at sad35@psu.edu by April 15th.

Come marvel at the scholarly output of our faculty and enjoys some refreshments.

Records Management Suggestion

Speaking of copiers, your official tax forms contain **Personally Identifiable information (PII)**.

Today's multifunction copiers contain hard disks that store data about the documents copied, printed, or scanned.

It is recommended that you do not use PSU copiers/printers/scanners to duplicate your materials. If you do, be sure to remove or blacken out any personal information, such as a social security number prior to duplication.

Have a records management question? Jane Ingold and Tracy Claybaugh are your campus records liaisons.

BEHREND INFORMATION TECHNOLOGY SERVICES
FUTURE ENHANCEMENTS RELATED TO IT

With all of the recent changes within the University (such as LionPath), we thought it might be helpful to give you a heads-up on some other University endeavors that are up and coming that will affect the college.

Polaris – This is the name of the University's initiative to migrate college web sites to a new, centralized system. (At Behrend, this applies only to pages that reside on psbehrend.psu.edu.) Polaris includes new templates as well as new features. The Behrend Web Team (i.e. BITS and OMC) will be heavily involved in the migration of content and training of content editors. Due to the complexity and size of our site, Behrend's web site will be one of the last sites to be migrated. The initial focus (with the assistance of our content editors) will be to review and update content so that we are prepared for the migration process.

Service Management – Information Technology Services at University Park is now using Service Management (https://pennstate.service-now.com/service_management/), a web-based work order system. (Previously, requests for assistance were often made via email to the ITS Help Desk.) Faculty, staff, and students are able to use this system to report a problem with a University service, make a request, or to ask questions. In keeping in line with the direction of the University, BITS will be moving to this system within the next year. Due to the complexity of the system and required training for BITS staff, the current work order system will run in tandem with the new until the final cut-over is made. More details to follow when they become available.

Securing of Networks – The computer systems for Health and Wellness and Police Services will be upgraded to new, isolated and more secure network segments.

WiFi – TNS (Telecommunications & Networking Services) will be coming to Behrend to conduct a site survey for Wifi coverage. If you have WiFi dead zones in your area, please place a work order and we will forward that information to TNS technicians. Behrend is scheduled to have some equipment upgraded at the end of April.

JOHN M. LILLEY LIBRARY

3D PRINTING AVAILABLE THROUGH THE LIBRARIES

3D printing service at the Pattee Library Media Commons has gone live. Some general information and information specifically for campus users is available here:

http://makercommons.psu.edu/printing-your-model/

http://makercommons.psu.edu/2016/02/04/picking-up-commonwealth/

Questions about the service itself can be referred to Maker Commons staff here:

http://makercommons.psu.edu/contact-us/

Pick up is made at the Lilley Library Circulation Desk. ID is required.

CENTER FOR TEACHING INITIATIVES

Transition from ANGEL to Canvas

If you use ANGEL for teaching, it's time to learn about Canvas, Penn State's new learning management system. Please join the Canvas workshops and Canvas open office hours to get ready for moving or redesigning course content.

You can find workshop schedules and register online at http://behrend-elearn.psu.edu/ctei/events. Canvas open office hours for spring 2016 will be Wednesdays and Thursdays, 2:00 - 4:00 pm, in the CTEI office located in the Glenhill Farmhouse. More to come for summer and fall semester.

Canvas Day at Behrend

Mark your calendar!
Time: Tuesday, May 10, 2016. 8:30 - 4:00 pm
Location: Penn State Behrend, Burke Center

In this year's regional teaching colloquy we will introduce Canvas, its features, and best practices. We have invited Behrend's early adopters to be our panelists and presenters to share what they have learned, what their students have said, and how to use Canvas' new features to enhance interaction with students.

If you have heard about Canvas, but have been too busy to explore it on your own, join us for the day full of insider information. Please stay tuned for the announcement of final agenda and online registration.

Center for eLearning Initiatives

The Center for eLearning Initiatives welcomed a new staff member, Kristen Thomas. Kristen serves as an Instructional Production Specialist and assists with facilitating new online and hybrid course setup.

CENTER FOR TEACHING INITIATIVES

Upcoming Online Events

Assessment Part 1: Overview of Best Thinking and Best Practices

When: Tuesday, April 5, 2016 - 8:45AM to 10:00AM

Where: Https://Meeting.Psu.Edu/Canvas-Assessments-Series/

Presented By: Dr. Crystal Ramsay

Assessment Part 2: Best Practices for Developing Effective Multiple Choice Questions

When: Tuesday, April 5, 2016 - 10:15AM to 11:30AM

Where: Https://Meeting.Psu.Edu/Canvas-Assessments-Series/

Presented By: Dr. Crystal Ramsay

Assessment Part 3: Creating Effective Quizzes and Exams in Canvas

When: Wednesday, April 6, 2016 - 9:45AM to 11:30AM

Where: Https://Meeting.Psu.Edu/Canvas-Assessments-Series/

Presented By: Dr. Crystal Ramsay

Assessment Part 4: Improving Multiple Choice Exams through Item Analysis

When: Wednesday, April 6, 2016 - 12:45PM to 2:30PM

Where: Https://Meeting.Psu.Edu/Canvas-Assessments-Series/

Presented By: Dr. Crystal Ramsay

Applications Sought for Blended Learning Transformation Program

TLT's Blended Learning Transformation (BlendLT) Program offers full support for faculty who wish to redesign their existing residential instruction course to an innovative blended (face-to-face and online) format. This support includes three key areas:

faculty development

resources to assist in course development

assessment

Applications are accepted online until April 1, 2016.
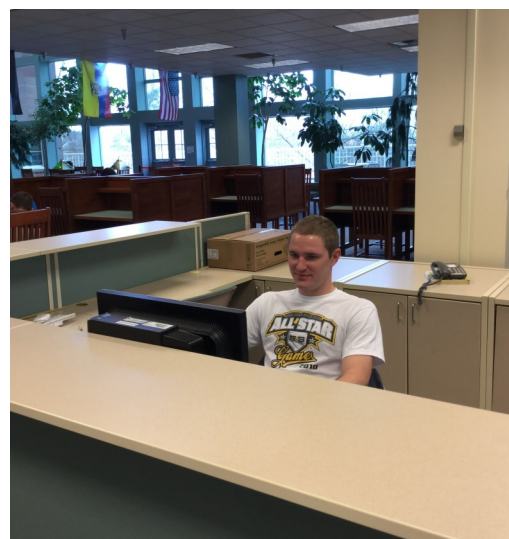
JOHN M. LILLEY LIBRARY

New Help Desk Location and other Moves

The last year has meant some changes of scenery at the Lilley Library.

- The IT Help Desk is now located on the first floor of the library.

- 30 workstations from the computer lab in Library Room 4 have been relocated throughout the building.

- The Archives will be moving into the former computer lab from Library Room 12, which will now house collaborative computer desks.

- Construction of a tutoring room and two group study rooms is also planned for this summer.

On November 3, Sara Luttfring spoke about her new book called *Bodies, Speech, and Reproductive Knowledge in Early Modern England* which was recently published by Routledge. According to the publisher, the "volume examines early modern representations of women's reproductive knowledge through new readings of plays, monstrous birth pamphlets, medical treatises, court records, histories, and more, which are often interpreted as depicting female reproductive bodies as passive, silenced objects of male control and critique."

On October 22 faculty, staff, and students gathered as we read *Harry Potter and the Sorcerer's Stone*. The reading was finished in just under 8 hours and featured 21 readers.