Technical Support

IT is here to help!

IT can help with most problems you have on campus computers. Examples of help requests we see frequently are:

- ✓ Passwords
- ✓ Email problems
- ✓ Computer hardware and software
- ✓ Account management for access to department drives
- ✓ And more

IT is here to help. If we cannot help you, we will find out who can!

How to contact IT

There are multiple ways to contact IT if you need technical support:

- ✓ Submit a ticket — Go to it.mst.edu and choose submit a ticket

- ✓ Chat live with IT — Go to it.mst.edu and choose LIVE CHAT

- ✓ By phone: 573-341-4357

- ✓ By email: ithelp@mst.edu

- ✓ For immediate help during class: 573-341-6611

Get IT help online

Chat with us online (Mon - Fri, 8 a.m. - 5 p.m.) or submit a ticket with Cherwell.

LIVE CHAT 💬   SUBMIT A TICKET   VIDEOS

● Chat is live and available.

IT Comms

IT Comms Blog

- https://itcomms.mst.edu/

- Subscribe to receive email notifications of outages and updates from the S&T Information Technology department

  - Notifications will also be shared to campus via mass email, the eConnection and eAddition announcements from the S&T Communications Office as needed

- Departmental newsletter available from the blog

  - Monthly newsletters throughout the school year

  - A single summer newsletter in June

- Blog updates related to Canvas are also pushed out to https://canvas.mst.edu/ for visibility.

Safe Computing

Email Retention Policy

✓ Items in the Inbox older than 5 years old will be deleted

✓ Items in the Sent Items folder older than 5 years will be deleted

✓ Items in the Deleted Items older than 30 days will be deleted

IT recommends that you sort through your emails and place the "must keep" messages into folders and delete everything else.

Impersonations & Phishing Attempts

✓ Characteristics of an Impersonation or Phishing Attempt:

  ✓ Asked to do something

  ✓ Non-campus email

  ✓ Time pressure

✓ Tools in place to help reduce impersonation and phishing attempts:

  ✓ SafeLink

  ✓ Data Loss Prevention

  ✓ Email tagging

✓ What you can do:

  ✓ Verify from sender through different avenues

Ransomware

- ✓ Universities are frequently targeted
  - ✓ Happening with increased frequency each year
  - ✓ Many of the attacks happen at the end of the semester

- ✓ What you can do:
  - ✓ Improve your Phishing avoidance skills
  - ✓ Keep your software up to date
  - ✓ Keep your accounts secure
  - ✓ Separate personal and work digital identities

Faculty/Course Evaluations

Primary Instructor

✓ Check to ensure you're listed as the Primary Instructor for your course in Peoplesoft

   ✓ Secondary instructors do not receive evaluations

   ✓ If more than one instructor is listed as primary, all of them will be evaluated

✓ Work through your department chair and the registrar to make any changes

Summer Classes

✓ You must contact the <u>Committee for EffectiveTeaching</u> (CET) chair **to request a class evaluation.**

✓ Provide the following in the request:

  ✓ Is class only on campus or does it also have a distance section?

  ✓ What is course name, class number, section number?

  ✓ What is the instructor's name?

  ✓ What are the course dates?

  ✓ What are the dates to open and close the evaluation (Note: Close date must be before finals)?

  ✓ Do we need to send out student email reminders? If we do, what date do we need to send them?

Quick Facts

✓ Evaluation results are available the day after grades are posted

✓ Instructors can add up to three of their own questions to the evaluation

✓ Courses must have more than one student to be eligible for an evaluation

✓ Students who withdraw from a class (WD status) before the cutoff date won't get an evaluation. (Note: Students can check in JoeSS to validate their class enrollment.)

✓ Primary instructor can't be changed once an evaluation has started

✓ Fall and Spring evaluations normally begin two weeks before the last day of classes

✓ Instructor must request an evaluation for a Summer class

✓ Students can complete evaluations on mobile devices

✓ Link to CAFE's Instructor Evaluation FAQ's

Software Support

CLC Software Requests

- ✓ All software needed in a Classroom Learning Center, including current and new versions, must be requested through the Software Request Form each semester.

- ✓ The CLC Software Request Form link will be emailed to instructors and be in the eConnection during the Software Request Window prior to the semester.

- ✓ Any requests received after the deadline will be charged a $250 late fee.

- ✓ Software changes the CLCs are only made during semester breaks.

Campus Computer Software Requests

✓ To request new software acquisitions, or software installations please submit an IT ticket at help.mst.edu.

✓ All software, even free open-source software, installed on a campus owned computer must go through a software approval process.

BPM 12004

Purchase Approval Policy

✓ Pursuant to UM Rules and Regulations, all IT and Telecom products and services must be approved by the local IT department. BPM 12004 Policy

✓ All IT and Telecom purchases, irrespective of dollar value and including no-cost items, must be reviewed and approved based on the requirements established by this policy

✓ All IT and Telecom purchases must meet all unique IT/Telecom-related requirements and technology standards in place at each business unit.

✓ All software must be approved by IT prior to use, even if the software is free.

✓ To request software, enter a ticket in Cherwell.

BPM 12004 Approval Requirements

Item	CIO Designated Delegate	CIO Approval	Vice President IT Approval
Commercially Available Desktop Software	All	>$10,000	>$25,000
Computing Equipment	All	>$20,000	>$50,000
Computing Equipment-Patient Care Related	All	All	>$50,000
Consulting Agreements	All	All	>$25,000
Service and Maintenance Agreements	All	>$15,000	>$25,000
Service and Maintenance Agreements-Patient Care Related	All	All	All
Network & Telecommunications Equipment and Services	All	All	>$50,000
Software Applications	All	All	>$25,000
Video Conferencing Equipment	All	All	All
Whole Systems	All	All	>$25,000

Desktop Enhancement

DE Program Details

✓ IT will provide a subsidy towards a standard laptop or a desktop

  ✓ Standard Laptop: ~$1,200 – 4-year lifecycle *(preferred for potential remote work needs)*

  ✓ Standard Desktop: ~$745 – 5-year lifecycle *(essential workers)*

  ✓ Additional costs include any upgrades to the base configuration, upgrading to a different Dell model, or a Mac* and need to be covered by the department.

  ✓ Campus supported machines are only Dell and Macintosh. Any other machine is not supported by campus technology support.

* Resources for Mac computers are limited, and resolution times may take longer to complete. If an external Apple technician resource is needed to resolve the issue, additional support fees may be incurred.

Questions?
You can view/download these slides on our website