OCTOBER IS NATIONAL CYBERSECURITY MONTH

The 13th Annual KSU Cybersecurity Awareness Day events are set! This year’s festivities will take place on Tuesday, October 5, 2021, on the Kennesaw campus, and Wednesday, October 13, 2021, on the Marietta campus. Visit https://cybersecurity.kennesaw.edu for up-to-date details and announcements as they are released.

AN AMAZING NEW OWLTRAIN IS HERE!

A new OwlTrain has landed at KSU! This new and improved platform offers more self-paced training and an even bigger library of resources, easier reporting and manager-assigned training, and an improved user interface. Users can find both self-paced learning journeys, required training, and live, instructor-led training within OwlTrain. Explore OwlTrain now and start learning something new today!

UITS SELF-SERVICE PORTAL NOW AVAILABLE

Did you know that users can now make a service request, find answers to common issues, or report a technical issue 24/7/365 using the KSU Service Desk’s Self-Service Online Portal at service.kennesaw.edu? Try it out today!
UITs is committed to bringing the Kennesaw State University community the best-in-class tools to provide an optimum teaching and learning experience. As new tools and resources are deployed and improved, we must reassess our product collection. With the increased capabilities of Microsoft Teams as a more robust platform for interactive meetings, UITs will be decommissioning Blackboard Collaborate Ultra. Existing videos and chat logs from sessions can be downloaded (until September 30, 2021) and migrated to Kaltura MediaSpace. On October 1, 2021, all content (sessions and chat logs) in Collaborate Ultra will be automatically deleted and the service will be completely decommissioned from the KSU campus. Microsoft Teams will continue to be available for use after JULY 30, 2021. The links below can support users as they make this transition.

Getting your Content from Blackboard Collaborate Ultra:

**Downloading an Ultra Recording, Uploading it to Mediaspace, Captioning it, Posting it into D2L Brightspace, and Deleting Content**

For additional support, please explore the UITs Documentation Center or place a Service Request.

---

**WATCH OUT FOR UITs LIFE CYCLE REPLACEMENT EMAILS**

When your computer has reached the point in which it is eligible for Life Cycle Replacement (LCR) you will receive an email similar to the one to the right. Please follow the instructions included in this email to ensure the Life Cycle Replacement process is not delayed.

---

**Kennesaw State University**

**DO NOT REPLY TO THIS EMAIL, SINCE RESPONSES TO THIS NOTIFICATION ARE NOT MONITORED; PLEASE RESPOND BY CLICKING ONE OF THE TWO LINKS BELOW.**

P41149 - Dell Latitude 5580 v1 Laptop

You are now eligible for Life Cycle Replacement (LCR).

In order to receive this replacement, please agree to the following:

1. Return at least one computer currently in your possession, preferably the oldest computer
2. Return all devices that are not running on a supported operating system (for questions regarding currently supported operating systems please contact your college’s Technical Support Specialist)

If electing to decline LCR at this time no response is needed. You will be contacted again in the future as your eligibility will remain active until a replacement is made. Quantities and funding for LCR are limited and will be determined on a first-come first-served basis.

Please be mindful that all devices not updated and not capable of running the current operating system, must be returned to University Information Technology Services (UITs).

Thank you,

IT Operations

[Select an LCR replacement](#)

[Request quote for a new model](#)
It’s almost the start of the school year and UITS is excited to be welcoming so many new members to the KSU Campus Community. To make the onboarding process smoother, UITS has created a knowledgebase within the ServiceNow platform that will allow the KSU Campus Community to access essential tools like:

- Employee Hire/Terminations
- Technology for New Hires
- Technology Self-Service

As you explore ServiceNow, you’ll discover a depth of resources for supporting new and existing employees. If you have any additional questions or problems using the ServiceNow platform, please don’t hesitate to reach out to the KSU Service Desk.

WORKSHOPS TO BUILD YOUR TECH SKILLS

A wealth of workshops are waiting for you and your team!
Take advantage of the robust UITS Technology Workshop Schedule for yourself, your team, or your students.
The Technology Outreach Training Team is also available to lead technology workshops for your department, division, or class.

**Faculty/Staff Workshop Schedule**

**Student Workshop Schedule**

**Group Training Request Form**

**One-on-One Training Session Request Form**
Discover some of the powerful and robust UITS technology tools available to the KSU community:

- **Adobe Spark** allows users to create professional-looking digital content (flyers, posts, videos, websites, and more) with fun and easy-to-use templates.

- **Blackboard Ally** is a tool that allows instructors to view how their course content could be improved for accessibility. Content is scored for universal design and instructors can see how they can make their course content accessible to how students learn best.

- **D2L Brightspace** is KSU's web-based learning management system (LMS) software system that allows our users to easily manage course work, assignments, and exams on campus, online, and around the world.

- **Gradescope** helps instructors grade assessments or exams online by speeding up the grading process. It also allows teachers to view statistics of the entire class and notify students once their work is graded.

- **Intelligent Agents** can be used to send automatic email notifications from D2L based on conditions the faculty member sets up. For example, you might use Intelligent Agents to email students based on their grades, login history, or activity completion.

- **Kaltura Capture** is a desktop recording and capture tool for the easy creation of videos.

- **Kaltura MediaSpace** allows you to record, upload, publish, search, and share your media right within D2L.

- **Microsoft Forms** allows users to create a form, such as a survey or a quiz, invite others to respond to it using almost any web browser or mobile device, see real-time results as they're submitted, use built-in analytics to evaluate responses, and export results to Excel for additional analysis or grading.
MORE TECHNOLOGY TOOLS YOU CAN USE!

- **Microsoft 365** offers access to Office applications plus other productivity services such as Outlook, Word, Excel, PowerPoint, OneDrive, SharePoint, and more.

- **Microsoft Teams** is a collaboration app that helps your team stay organized and have conversations—all in one place. Users can discover channels to belong to or create their own. Inside channels, users can hold on-the-spot meetings, have conversations, and share files.

- **OwlTrain** is an intelligent online learning experience platform that delivers an immersive learning experience. It leverages highly engaging content, curated into nearly 700 learning paths (channels) that are continuously updated to ensure customers always have access to the latest information, including KSU required and live training opportunities.

- **Qualtrics** is a powerful online survey tool that allows one to build surveys, distribute surveys and analyze responses from one convenient online location.

- **Respondus Lock-Down Browser** is a custom browser that secures (locks down) the testing environment. When students use LockDown Browser to access a quiz, they are unable to print, copy, access unauthorized URLs or applications, or close a quiz until it is submitted for grading.

- **Respondus Lock-Down Browser with Monitor** is a fully automated proctoring solution. Students use a webcam to record themselves during an online exam. Afterward, flagged (suspicious) events and proctoring results are available to the instructor for further review.

- **PeerMark** is a peer review assignment tool. Instructors can create and manage PeerMark assignments that allow students to read, review, and evaluate one or many papers submitted by their classmates. For each assigned paper, students write reviews by responding to the free response and scale questions.

- **SecureShare** allows users to securely upload files and receive a link that can be securely shared. Explore the [document management matrix](#) for when higher levels of information security may be needed.

- **SoftChalk** provides content authoring tools that enable instructors to create an engaging online course curriculum.

- **Turnitin** provides students with an interactive means of understanding and applying citation and referencing techniques in their work, and provides online grading to academic staff.

- **VoiceThread** is a collaborative, multimedia slide show that holds images, documents, and videos and allows people to navigate slides and leave comments in 5 ways - using voice (with a mic or telephone), text, an audio file, or video (via a webcam).

- **Zoom Meetings** is a cloud-based video communications app that allows you to set up virtual video and audio conferencing.
UIT is excited to implement a new strategy to better serve the KSU campus. We will be transitioning to a zoned support model which will be much more efficient and will allow the Technical Support Service (TSS) personnel to provide more timely and personalized service because technicians all will be familiar with their zone. All service requests will still go through the ServiceNow request portal, but on-the-ground customer support response teams will be conveniently located and ready to respond as needs arise.

Click here to see the full map.