

# THE TECH GUIDE

FOR FACULTY & STAFF

- Trending Techs @ VSU
- Faculty/Staff Tech & Services
- App Glossary
- Which App Do I Use?
- Information Security Tips
- IT Emails & Solutions Center
- Campus Mailing Lists

**For additional assistance:**

**VSU Solutions Center**

**229-245-4357 | [solutions@valdosta.edu](mailto:solutions@valdosta.edu)**

**[www.valdosta.edu/it](http://www.valdosta.edu/it)**



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**DIVISION of INFORMATION TECHNOLOGY**

**LOCATION** Pine Hall • **PHONE** 229.333.5974 • **FAX** 229.245.4349 • **WEB** [www.valdosta.edu/it](http://www.valdosta.edu/it) • **ADDRESS** 1500 N. Patterson St. • Valdosta, GA 31698-1095

# Trending Techs @ VSU

*top* **5** Aug 2019

## 1. Banner 9 Web

**Banner underwent a comprehensive upgrade!** Banner 9 now has a new, modern look that includes a customizable dashboard and several enhanced tools such as the Student Profile. Although the navigational menu and some forms have changed in appearance, the overall functionality of Banner remains the same—serving as a primary tool for grade entry, attendance verification, advising aid, and financial processes. Access Banner Web by logging in to the MyVSU portal. [Learn More](#)

## 2. Success Portal

The Success Portal is still an intervention tool that enables you to flag students who are at risk of failing and connect them with needed resources. **However, it now serves as a more integrated companion to Banner.** You can access class list information and interactive reports, navigate an updated resources list, and more. Furthermore, you can now log in to the Success Portal through MyVSU without having to log in a second time—thanks to the **new single sign-on functionality.** [Learn More](#)

## 3. Email Security & 2FA

To better protect your VSU email account, new security features that include attachment and web address scanning, spoof alerts, and external sender/recipient notifications were enabled. **Read the Email Security Features Guide to learn more.** Also, two-factor authentication (2FA) was enabled on the accounts of students who were enrolled during Spring 2019. Subsequent new students will be enrolled in 2FA beginning September.

## 4. Visual Schedule Builder

Introduced in Fall 2018, VSB, as it is known, is a real-time scheduling tool that students (and advisors) can use to help plan for classes. **What's new is that students can now register for classes directly from within VSB!** And yes, they still have the option to register for classes within Banner. [Learn More](#)

## 5. Solid-State Drives

**Classroom instructor workstations and select lab and office computers have been upgraded with solid-state drives (SSD)—extending their lifespan.** Unlike traditional hard drives, SSDs have no moving parts; making them far less susceptible to hardware failure. More so, SSDs significantly improve the time it takes to load and run programs—on average, from 40 seconds to now a mere 8 seconds! **The SSD upgrade resulted in cost savings that afforded the purchase of 48 new laptops that faculty and staff can check out from the [New Media Center.](#)** These laptops can aid users who, for example, teach or develop course content remotely, or those traveling on official University business.

# Faculty/Staff

## Tech & Services

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### **Reset Your Password**

[iforgot.valdosta.edu](http://iforgot.valdosta.edu)

Active Directory/MyVSU account.

### **VSU Accounts / Office 365 /**

#### **OneDrive**

[myvsu.valdosta.edu](http://myvsu.valdosta.edu)

MyVSU Portal, Banner, BlazeVIEW, Microsoft Office 365: Email, OneDrive, Web apps & free Office suite. **File Storage Solutions**

### **2FA**

Securely log in to MyVSU and OneUSG using two-factor authentication (2FA) & the Microsoft Authenticator app.

### **Info Security**

Visit our site to learn more about cybersecurity.

### **Remote Desktop**

Access and control your office computer while off campus.

### **VSU Wi-Fi**

Connect to our fast and reliable wireless network that covers 3.2 million sqft.

### **Success Portal**

Interactive dashboards, student profiles and messaging tools for faculty, advisors and student support staff.

### **Classrooms & Labs**

Equipped with printers, audiovisual equipment, and computers loaded with MS Office, web browsers, utility tools, and other software. **Locations**

### **Telecommunications**

VoIP phones, cell phones, voicemail, conference calls, and Jabber IM.

### **IT Procurement**

Guidance, quotes and support for VSU technology purchases, contracts and licenses. **USG Tech Store**

### **Workshops / Hoonuit (videos) /**

#### **Skillport (learning portal)**

Learn how to use the technologies and resources available at VSU.

### **#VStateIT**

#### **Twitter & Facebook**

[www.valdosta.edu/it](http://www.valdosta.edu/it)

[blog.valdosta.edu/it](http://blog.valdosta.edu/it)

Download: **V-State Mobile App**

### **Need Help?**

#### **Solutions Center**

229-245-HELP (4357)

[solutions@valdosta.edu](mailto:solutions@valdosta.edu)

# App Glossary

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**Active Directory (AD):** Your login to VSU computers and online accounts. *AKA:* Your MyVSU username & password.

**APL nextED:** Used to enter your educational credentials, course syllabi & faculty activity for accreditation. *Tip:* Contact Institutional Effectiveness for assistance.

**Banner Admin & Banner Web:** Class registration & administrative tool used by students, faculty & administrators. *Uses:* View class rosters, enter grades, verify attendance, view student profiles, & more.

**BlazeVIEW:** An online learning management system used for teaching online classes and even traditional classes (e.g. syllabus, discussions, quizzes). *Tip:* Contact **eLearning** for instructional design assistance: [www.valdosta.edu/elearning](http://www.valdosta.edu/elearning).

**Cascade:** Web editor used to maintain your departmental web pages. *Tip:* Mandatory training is needed before you gain editing rights.

**Degree Works:** Used to advise students in planning courses needed for graduation. Includes a planner, GPA calculator, what-if scenarios & more. *Tip:* It integrates with Banner, VSB, and the Success Portal.

**Galileo:** Georgia's virtual library of journals, magazines, newspapers & e-databases. *Tip:* Contact **Odum Library** for assistance: [www.valdosta.edu/library](http://www.valdosta.edu/library).

**OneUSG Connect:** Used to access your pay statements, tax documents, benefits, request sick/vacation time and more.

**PeopleSoft:** Used to submit travel expenses for reimbursement and to access the GeorgiaFirst Market for procurement. *Tip:* Contact Financial Services/Procurement for assistance.

**Qualtrics:** Used to create and distribute online surveys and collect and analyze data results. *Tip:* Contact **eLearning** for assistance: [www.valdosta.edu/elearning](http://www.valdosta.edu/elearning).

**RAVE Mobile Safety & Alertus:** Used during emergencies to send messages to students, faculty and staff via email (@valdosta.edu), voice, SMS/text and computer desktops.

**SmartEvals:** Used by students to evaluate faculty instruction. *AKA:* Student Opinion of Instruction (SOI). *Tip:* Contact Academic Affairs for assistance.

**Visual Schedule Builder (VSB):** A real-time class scheduling and registration tool used by students. *Tip:* Advisors can also use it to help students plan.

# Which **app** do I use?

	Banner Web	Banner Admin*	Success Portal	Degree Works	Visual Schedule Builder
<b>Faculty</b>	<ul style="list-style-type: none"> <li>View Class/Wait List</li> <li>Email Students</li> <li>Verify &amp; Track Attendance</li> <li>Enter Grades</li> <li>View Student Profile</li> <li>View Schedule of All Classes</li> </ul>		<ul style="list-style-type: none"> <li>View Class/Wait List</li> <li>Email &amp; Flag Students</li> <li>Enter Notes</li> <li>Access Resources</li> <li>Proof Schedule</li> </ul>		
<b>Advisors</b>	<ul style="list-style-type: none"> <li>View Student Info</li> <li>View List of Advisees</li> <li>Set Student Registration Eligibility</li> </ul>	<ul style="list-style-type: none"> <li>View Student Info</li> <li>Access Xtender</li> <li>Register Students for Classes*</li> <li>Conduct Overrides*</li> </ul>	<ul style="list-style-type: none"> <li>View List of Advisees</li> <li>View Class/Wait List</li> <li>Email Students</li> <li>Respond to Flags</li> <li>Enter Notes</li> <li>Send Alerts to MyVSU</li> <li>View Orientation List &amp; Mark Survey Status</li> <li>Access Resources</li> </ul>	<ul style="list-style-type: none"> <li>Advise/Audit Students</li> <li>Create Degree Plans</li> <li>Conduct 'What-if/Look-ahead' Analysis</li> <li>Utilize GPA Calculators</li> </ul>	<ul style="list-style-type: none"> <li>Advise/Build Schedule</li> <li>Register Students for Classes</li> </ul>
<b>Deans Dept Heads Admin Staff</b>	<ul style="list-style-type: none"> <li>View Class/Wait List</li> <li>Email Students</li> </ul>	<ul style="list-style-type: none"> <li>View Student Info</li> <li>View Dept Info</li> <li>Conduct Overrides</li> <li>Modify Holds</li> <li>Access Xtender</li> <li>Modify Curriculum &amp; Scheduling</li> </ul>	<ul style="list-style-type: none"> <li>View Faculty Courses</li> <li>View Class/Wait List</li> <li>View Faculty/Advisor Portal Usage</li> <li>View FLC Enrollment (if applicable)</li> <li>Access Resources</li> </ul>		

\*Not all Advisors have access to Banner Admin. Select Advisors who have been approved based on role have access to these functions.

# Security Tips

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[www.valdosta.edu/security](http://www.valdosta.edu/security)

## Passwords

- Choose a **phrase or series of words mixed with numbers and symbols** for a secure password – minimum 8 characters.  
  
*Note:* You can use the VSU Password Reset Tool to change your password: [iforgot.valdosta.edu](http://iforgot.valdosta.edu)
- Don't use your VSU password for non-VSU accounts.
- Don't share your password with anyone or let others use your computer while logged in under your account.  
  
*Note:* VSU IT Staff will never ask for your password.
- Use a password manager instead of writing down passwords. Although VSU does not endorse a specific password manager solution, these are some of the most popular options:  
[LastPass](#), [Keeper](#), [Dashlane](#), or [1Password](#)

## Phishing

Pronounced 'fishing', this is an attack method used to trick you into providing sensitive information or downloading malicious software.

- Be cautious about opening email attachments, regardless of who sent them. Call the sender to verify.
- Hover your mouse over links to see if they are sending you to a legitimate web site. Do the same with email sender names. *Tip:* Open a new browser tab and manually type the web address in the Address Bar.
- Look for misspellings and bad grammar.
- Look for 'https' (*s stands for secure*) and a lock icon in the address bar before entering private information.

## Encryption

VSU emails that contain personally identifiable information (PII) should be encrypted. Any two or more pieces of identifying data communicated together is considered PII. Examples of PII:

- Full Name, Birthdate, Birthplace
- SS# or Driver's License
- Student/Employee ID number

Using the NEW Office 365 Outlook Web, click the **Encrypt button** before composing your message. **Read the Email Encryption guide to learn more.**

# IT Emails

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- **mfa@valdosta.edu**  
two-factor authentication concerns & advanced questions (*contact Solutions Center if you need a one-time login pass*)
- **myvsu@valdosta.edu**  
provide MyVSU feedback or suggestions (*not for troubleshooting; contact Solutions Center if needing login help*)
- **itquotes@valdosta.edu**  
obtain technology price quotes
- **itreceiving@valdosta.edu**  
check the status of your purchase order
- **itpurchasing@valdosta.edu**  
questions about the purchasing process or pre-approval for EDP
- **ittraining@valdosta.edu**  
request technology training & tech 'how-to' support



## Solutions Center

The University's premier call center that serves as a centralized client support team who specializes in:

- Information Technology
- Admissions
- General VSU Inquiries

**Phone:** (229) 245 - HELP (4357)

**VoIP:** HELP (4357)

**Email:** [solutions@valdosta.edu](mailto:solutions@valdosta.edu)

**Ticket:** [Complete Contact Us Form](#)

**Walk-ups:** [HelpDesk 2<sup>nd</sup> Floor Odum Library](#)

To best serve the VSU community, the Solutions Center has extended hours including nights and weekends:

**Monday - Thursday: 8a - 9p**

**Friday: 8a - 5p**

**Saturday: 8a - 1p**

**Sunday: 8a - 2p**

# Campus Mailing Lists (@valdosta.edu)

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Email sent to these mail lists are subject to approval by moderators.

- **announcements@valdosta.edu**  
Audience: **Faculty/Staff**  
Can unsubscribe: **Yes**
- **studentannouncements@valdosta.edu**  
Audience: **Students only**  
Can unsubscribe: **Yes**
- **activities@valdosta.edu**  
Audience: **Students, Others by request**  
Can unsubscribe: **Yes**

## *Official University Communications:*

- **students@valdosta.edu**  
Audience: **Students only**  
Can unsubscribe: **No**
- **faculty@valdosta.edu**  
Audience: **Faculty members only**  
Can unsubscribe: **No**
- **staff@valdosta.edu**  
Audience: **Staff members only**  
Can unsubscribe: **No**

[Learn more about Campus Mailing Lists & how to unsubscribe](#)



# Notes



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