Monthly Update
February 24, 2017

Help Desk
Get Help online and submit/track Help Desk Tickets through our easy-to-use self-service portal.
mville.us/help

Important Note
Online/After Hours Support
This is just a reminder that even when the university is closed, we always have IT managers on call to address any major problems that may arise. Please follow the "off hours" instructions provided when reporting issues to the Help Desk (x7777) so that the manager is alerted. Any individual issues should be directed to the Help Desk when the university re-opens.

 The application for graduation for fully online students is now completely electronic.

Help Desk Hours
IT Staff Are Available Sunday 3:00PM to 11:00PM
Monday thru Thursday 7:00AM to 11:00PM
And Friday 7:00AM to 5:00PM

Campus Outdoor Wireless
Millersville University IT

Technical Assistance Center Hours
<Boyer Building, W. Frederick Street entrance>
Fall Sessions: M-TH 8:00AM to 9:00PM
F 8:00AM to 5:00PM
Phone: 717-871-7666

A Banner icon is no longer needed on your desktop. Banner is easily accessible from the myVILLE Portal:
millersville.edu/logins

Did You Know?

Project Update
Curriculum Review
 Testing has begun with a select set of users.

IT Governance
The Administrative Council for Technology
The Academic Council for Technology met on February 17, 2017. Ms. Barbara Havercamp and Dr. John Ward attended as guest presenters.
 A presentation of the collaborative software expo survey results was given. Novo received the most positive comments, and also was the most economical. We will ask the vendor to provide some units for faculty to test.
 It was decided that a subcommittee will be formed to look at the replacement for the current OPScan (Scantron) test scoring system.
 To review the upcoming options for the synchronous online tools, IT will provide a short demo of each for review by the Council at their next meeting.
 John Ward presented new functionality needed for the PEU assessment system to meet CAEP accreditation requirements. IT will meet with him to determine how to fulfill his requirements.

Classroom/Lab Upgrades
Application for Graduation for Online Students
 The wiring for the outdoor antennas is in progress. We currently are waiting for the arrival of parts which were expectantly needed. The installation of the antennas by CSB Technologies is dependent on the weather, so unfortunately we cannot provide a firm date for completion at this time.

Training Opportunities
OnBase Training
– March 6, 2017
10 AM - 11 AM Boyer
The Agenda Can be Found At: wiki.millersville.edu/display/onbase/OnBase+Training+Opportunities
Please register with the Help Desk (X7777) if you are interested.