

## Campus Connect Questions/Notes

Q: In Group Studio, can you check in and check out files like File Drop?

A: You can share a file with other members, but the file remains in the Group section unless removed by the group leader.

Q: Can additional RSS feeds be added?

A: Any content addition requests can be requested through the Suggestion Box channel on the Home tab or can be submitted to your region's content administrator.

Q: Can a warning be on the update your profile section that states obscene or inappropriate material can result in disciplinary actions by Human Resources if an employee and by student affairs if a student?

A: We will be adding some type of acceptable use policy or statement.

Q: What are the requirements for when to communicate through the portal and when to communicate through email (i.e. open enrollment, snow days, etc)?

A: There will be recommendations and guidelines established initially during the training for those with Targeted Announcement capabilities and any required usage will be reviewed at a later date

Q: Can the session time out be controlled by the individual or is it system wide?

A: Session time out cannot be controlled by the individual and the system timeout will be 30 minutes, however Squirrel Mail and eLearning powered by Blackboard will open in a separate window and will not be controlled by the timeout feature in Campus Connect

Q: How are we going to notify students about Campus Connect?

A: Communications have been sent through MyCP announcements and posted on the MyCP home page. In addition, each region will receive Campus Connect posters, table tents and bookmarks which can be distributed through the bookstores, Registrar, Admissions, Library, student lounge areas, etc

Q: Will alumni have access to Campus Connect and for how long?

A: Yes as long as they keep using their accounts; accounts will only be purged if the account has not been used and the student has not been enrolled for a minimum of 6 semesters (2 years)

Q: Will File Drop be available off campus and can we make it available to others outside of Ivy Tech?

A: File Drop is only available to Ivy Tech employees and will not be accessible from outside the Ivy Tech network.

Q: Can faculty setup a separate email account like a Yahoo account and ask their students to email them there?

A: There is nothing in place that would stop anyone from setting up a personal account using a service like Yahoo, however the support concerns listed in item c. below should be considered; Also, the College Catalog has a section regarding student email usage (page 20 online [click paragraph below] or 28 of the catalog distributed college-wide):

## E-MAIL

Each student has an Ivy Tech e-mail address via the MyCP college portal. Since most departments and instructors will be communicating with you via your college e-mail account, it is important that you can access the account without difficulty. Students who do not use their Ivy Tech e-mail accounts may miss information from the College that is vital to their success. Official College notices and helpful information will be provided to you through your Ivy Tech e-mail. Ivy Tech will use your Ivy Tech e-mail account to notify you of changes in your accounts, in your courses, and in college policies and procedures. You are responsible for the information and notices that are sent to you via your assigned e-mail account. It is suggested that you set your web browser to MyCP and check your account every day. The Student Computing Practices are included on the site.

### **Email: auto-forward and 2 accounts**

- a. Faculty mentioned they liked having CP Mail to separate their student email from their Ivy Tech business email.
- b. Faculty mentioned wanting to be able to auto forward their email to an external account so they could keep their student email separate
- c. **SUPPORT CONCERNS:** From a support stand point, a student or faculty calling the Help Desk asking for an instructor or students email address will only get their official Ivy Tech address (we have no way to know if they are using an external account and if so, what it is) and if neither student or faculty is not aware that the other is using an external account, they may ignore or assume the email you are sending from your personal email is SPAM or a virus for it will not look like an official Ivy Tech communication

Q: How will the speed of Campus Connect compare to other existing Ivy Tech web applications like MyCP, Blackboard, etc?

A: Campus Connect should respond much like the response you have today for Ivy Tech web applications; so if your broadband or dial up service is slow today, there isn't anything in Campus Connect to make it perform better or worse; however page loads may be quicker in Campus Connect if you limit the number of or remove existing channels like the weather channel, word of the day, etc

Q: Since local support staff will not be able to reset passwords in Campus Connect like they can in Campus Pipeline, how can local support staff provide real time assistance?

A: You would be able to walk a user through the process on how to log in for the first time, look up user name and reset password:

- a. Shadow the user as they go through the steps
- b. Use the online documentation to walk them through the steps
- c. Unable to “find themselves” in the system
  - a. A user will only be permanently locked out of Campus Connect if they are unable to successfully answer 3 of their 6 security questions
  - b. At the main Campus Connect login page, a user will not be granted access (but not disabled) if they don't know their user name or password
  - c. If unsuccessful at the login page, have them proceed to the “Forget your Username?” page from the main Campus Connect page, agree to the acceptable use policy and fill out the fields on the next page
  - d. Upon successful completion, they will be presented with their username and a link to reset their password or a link to try and login again (if they try to log in again and cannot, have them reset their password using the “Forget your Password?” link on the main page of Campus Connect)
  - e. If at the “Forget your Username?” page where they fill out their personal information and they cannot be located in the system (**Error: The information you have entered does not match our records.**)
    - i. Verify the information they inputted is correct
      1. Zip code is the one piece of information that can change the most and can be the primary root cause if they cannot recall the zip code they provided when they registered or updated last or when hired and provided to Human Resources
      2. Home zip code is the zip code a student used when they registered with Ivy Tech and/or updated with their Registrar, through Campus Pipeline or Web4 (replace references to Campus Pipeline and Web4 with Campus Connect after January 31<sup>st</sup>) or the zip code an employee provided their HR department either when hired or most recently updated
    - ii. If the information is correct, it is possible that the person that entered the user into either SIS or HRS on the mainframe entered in some part of the users information incorrectly
    - iii. If still unsuccessful, have the user go to the Whitepages and search for their information using different variations
      1. First name only
      2. Last name only
      3. One of the above and by role, location and/or title
      4. A portion of your first or last name (If your name is Snethen, type in sne and do a search)
      5. If a user is able to locate their information, but find that some part of the information is incorrect or miss-spelled, please use the incorrect information to gain access and notify your Registrar if you are a student or your Human Resources person if you are an employee (non-work study)
      6. If still unable to locate their information, have them create a ticket at <https://helpdesk.ivytech.edu/createissue.php>

Q: What will the timeout session be in CC?

A: 30 minutes

Q: Can we create a fax number channel where they look up campus fax numbers from within CC (preferably in the white pages) and a campus mailing address channel (or links within channels)

A: We can put in a request to have this field added to the Profile Manager to be displayed in the Whitepages.

Q: How will name changes be handled for individuals, who get married, divorced or their name is miss-spelled in SIS/HRS?

A: The process that is in place today will continue to be the process once live. Students must process name changes with the Registrar/Record Office and employees submit name changes to regional Human Resources. Once the official name changes have been made, the user should submit a helpdesk ticket to request a change in their username.

Q: Can we see what students see regarding award status etc?

A: No, but we can research to see if we can create some general documentation with screen shots so you could see roughly what a student sees when they receive an award

Q: What is the difference between a public group, a restricted group and a hidden group in Group Studio?

A: See below

- a. Public groups are open for anyone to join. Restricted groups have controlled membership and must be approved by the group leader. For example, to access a group homepage for an academic or social group, you must first be accepted as a member of that group by the group leader.
- b. Hidden – No one can see the group

Q: When will students and all adjunct faculty not in LDAP be communicated to/have their passwords reset?

A: Communication will be sent out through the remainder of the Fall semester

Q: As a staff member that does not use any of the other applications, why should I use the portal?

A: As more applications are rolled out, the more they will be offered through the portal and many of the college communications will be distributed through targeted announcements on the home tab

Q: Will OWA be available outside of the portal?

A: Yes for now. If we are able to implement single sign on, then the only way to access OWA will be through the portal

Q: If you change your display name to something other than your legal name, can someone search for you by your display name?

A: The system can only search by the legal name

Q: Will existing Campus Pipeline students passwords be reset for access to Campus Connect and how will they know to do this?

A: Because this is a new system, their current passwords in Campus Pipeline will not migrate, so all students will need to click the First Time Users link to find their username, assign their password and create their security questions. We are sending out emails to current Campus Pipeline users, posting information on the Campus Pipeline home page and other web locations students' visit.

Q: Will Infonet be available through Campus Connect off campus?

A: Not in this initial roll out, but the capability is being researched.