ITC Updates

Office 365/Email Online Mailbox Archiving

Online Mailbox Archiving is an additional specialized mailbox in Office 365/email that works in tandem with your primary mailbox, allowing messages and other items to be quickly and easily archived to free up space. The Online Archive mailbox feature was enabled for all CCSU faculty and staff Office 365/email accounts. Items in your mailbox (email, calendar entries, notes, tasks) older than two years are automatically moved to the Online Archive mailbox. This mailbox appears as an additional set of folders in Outlook, and the folder structure is an exact mirror of your primary mailbox. It may be accessed in both the full Outlook client installed on your computer (labeled "Online Archive") and the online version of Outlook via https://office.ccsu.edu (labeled "In-Place Archive"). To include archived items in searches, update the search criteria to include "All Mailboxes" in the Outlook client or "All folders in archive" in the online version of Outlook.

Campus Printing Update

IT implemented PaperCut as a replacement for the Pharos student pay-for-print system and the PrinterOn wireless printing system. Mobile wireless printing is available to students, faculty, and staff in TechCentral, Student Center, and the Library. Faculty and staff may request wireless printing on a network printer in their department using the PaperCut Wireless Printing Request (note there may be a charge for the required card reader).

Online Form Creation Tools and Guidelines

The university has several tools available for creating online forms, such as Microsoft Forms, SelectSurvey, and Adobe Acrobat/Sign. Please review the Online Forms Tools and Guidelines document for details about each tool, including the type of information that may be collected, and guidelines for creating online forms. SelectSurvey has been renewed until 6/30/23, we recommend the ITC assess this tool to determine if it should be renewed, as several faculty have asked for other tools instead such as Qualtrics or SurveyMonkey. We also recommend moving to an election software rather than using SelectSurvey.

Emeritus IT Account Guidelines

IT acts at the directive of the President's Office and Human Resources (HR) regarding emeritus computer accounts. We created an "Emeritus IT Account Guidelines" document to be shared with retirees by HR to outline the actions taken and technology eligibility for those granted emeritus status. Emeritus faculty and staff were emailed this information on August 8th as well.

Your Feedback is welcome!

https://web.ccsu.edu/it/forms/feedbackForm.asp

ITC Updates

Information Technology

Tickets by Source	June 22	July 22	Aug 22
Phone	830	614	1217
E-Mail	329	326	729
Walk-in	9	10	105
Service Request	541	567	1116
Chat/VM	11	15	33
Internal	227	279	212
BB Help Desk	22	22	55
Total	**1969**	**1833**	**3467**

Top Incident Services	June 22	July 22	Aug 22
Systems	706	624	1257
Desktop	403	391	543
Other	204	145	345
Facility	51	24	110
Network	23	24	69
Telecom	25	30	41
Security	20	18	28

Top Incident Categories	June 22	July 22	Aug 22
BlueNet	300	290	520
Computer	335	327	421
Office365	77	68	146
General Question	112	71	138
Email	71	66	195