

# CNAS Instructional Technology Support Newsletter

Volume 1, Issue 9  
December 4, 2020

## **Zoom after Thanksgiving**

In the last newsletter, I described an offer from Zoom for unlimited time meetings on Thanksgiving Day for free accounts. If you created a free Zoom account to take advantage of this offer, make sure you log out of that account and log back in to Zoom with your licensed account. Otherwise, your meetings will be limited to 40 minutes and you won't have access to any of the scheduled meetings you have created in your licensed account.

## **Degree Works downtime**

Degree Works degree audits will be unavailable December 14-15 to perform the Fall 2020 end-of-term processing. Degree Works was down today for a version update. Some of the new features available are:

- The addition of degree-based program filtering on the what-if degree audit major/certificate selection menu.
- The introduction of a "Repeated" column in the Audited, Failed, Dropped, Repeated section to aid in identifying courses that have been repeated. As an example, right now it's hard to tell if a failed course is in this section because it is counting a failed course or if it's because it's been repeated. This column will make it easy to distinguish between those scenarios.
- Fixes a bug that causes both UG and GR GPA to display (only the one associated with the level of the audit will display so GR audit shows GR GPA, UG audit shows UG GPA).
- Fixes a bug that caused Global Exceptions to disappear, which is something a limited number of departments need to use for proper course exception processing.

## **Upgrade day**

Typically, the period between semesters is used to upgrade vital information services systems. The upcoming period is no exception. On Saturday, January 2, 2021, there will be two outages while the following systems are upgraded:

- 12:00 AM – 12:30 AM. Internet for Springfield, West Plains and Mountain Grove campuses will be unavailable.
- 8:00 AM – 12:00 PM. Phone services for Springfield campus will be unavailable intermittently.

There will be no impact to other systems such as: University networks, main websites, My Missouri State, Banner, Blackboard, Office 365, email services, CashNet, video surveillance systems, electronic door access systems, and the application for admission.

### **Zoom cloud recordings**

Creating recordings of your Zoom sessions and storing them in the Zoom cloud has been a vital tool this semester. The university, through the Provost's office, pays for a finite amount of storage space in the Zoom Cloud. As of this week we are at 96% usage of that storage. The MSU Outreach office manages Zoom including the cloud storage. After the semester is over, they will mark all cloud recordings for deletion. This moves your cloud recordings to the trash bin for 30 days. You can log in to the Zoom web interface (<https://missouristate.zoom.us>) and download your recordings if you want to keep them. MSU Outreach will send out an email next week with more details. There will be ample time to download any recordings you want to keep. The automatic deletion does not affect any recordings you made locally or cloud recordings you have already downloaded. I am available to help with downloading your recordings and finding a place to store them. You can contact me with questions or requests for help with preserving your Zoom recordings. My email is [KenMcCrary@MissouriState.edu](mailto:KenMcCrary@MissouriState.edu).

### **Help Desk hours**

The Computer Services Help Desk and open computer labs will have different hours over the next few weeks. Their operating hours can be found at the [Computer Services Help Desk Hours](#) web site.

### **CNAS ITS Support hours**

The CNAS ITS Support personnel will be working normal 8 AM – 5 PM hours until December 18. We will then partake in the holiday break. We will return January 4 and resume normal work hours.

### **Public Experts Knowledge Base moving to TeamDynamix**

The knowledge base hosted on the [Experts Knowledge Base](#) web site will be turned off on December 18. You can already use the new [Client Portal Home \(teamdynamix.com\)](#). If you have links to information in the Experts Knowledge Base, they will quit working when the site is turned off. You can find the information in the new Client Portal and make links to it.

### **Office macros downloaded from the Internet**

Macros are a way to automate functions in Microsoft Office products such as Excel and Word. Sometime next semester the Information Security Office will begin blocking macros for Microsoft Office products that are downloaded from the Internet. These macros are frequently the source of malware and come in as email attachments. Blocking these macros will prevent many security issues from ever happening on campus. This does not affect macros created locally. There will be a mechanism for exceptions for valid macros. More information will be released before action is taken to block these off-campus macros.