THE INFORMANT: CWU INFORMATION SERVICES MONTHLY NEWSLETTER

DID YOU KNOW...

THE COMPUTER MOUSE ORIGINALLY HAD THE CORD ATTACHED TO IT'S BACK SIDE - IT'S LIKENESS TO THE ACTUAL MOUSE IS WHERE IT RECEIVED IT'S NAME FROM!

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TECH FOCUS: CLOUD EMAIL MIGRATION

Information Services has been hard at work implementing cloud-driven integration and migration of Exchange accounts for all CWU stakeholders. This process began with student accounts, and now, staff and faculty will have similar ease of access to Microsoft 365; an instrumental tool for any university environment.

The best part? This migration doesn’t change how you access your email or other useful Microsoft tools - rather, just migrates all the information into cloud-based storage; providing a seamless transition for staff and faculty accounts.

Logging into the system continues to be simple and straightforward – as easy as logging into Office.com with your CWU credentials, and having essential email tools readily available from every location: your smartphone, your home laptop, your work computer.

New tools in your email will include a ‘clutter’ category for emails sorted as such; as well as an archive folder. Otherwise, your email system will operate similarly.

The migration will be happening this summer; take a look at the chart below to determine when you’ll have this fantastic tool in your hands:

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Questions? Please contact the Service Desk: ServiceDesk@cwu.edu | (509) 963-2001
GONE PHISHING:
AVOID BEING 'HOOKED' BY NEFARIOUS EMAILS

We're all familiar with the activity 'fishing' - driving to a lake, putting out a lure, sitting and waiting for the fish to take the bait. Phishing is a similar concept, but instead of being a cheery day on the water with friends or family, it's a hacker setting up shop to steal important information from you, and people in your immediate network.

Phishing targets pretty much everybody - and making sure that you don't fall victim to a phisher's tricks is incredibly important; for both the cybersafety of you and those in your immediate network. Phishing is notorious for using compromised accounts to try to get access to additional accounts and information; so being on high alert for not only your own safety, but the safety of others, is instrumental in the battle against phishers.

TIPS TO AVOID PHISHING:

- If there is a link in an email or webpage; hover over it to make sure that the link is where you wanted to go.
- If you get an email asking you to enter an email or password; contact that entity directly through means other than email to confirm.
- If you discover a suspected phishing campaign; report it to the entity that it is coming from. If you get it through your CWU email; contact Information Services as soon as possible.
- Be careful - if it looks too good to be true, it probably is!
LETTER ABOUT PHISHING FROM CIO, ANDREAS BOHMAN

CWU Community,

We need your help in responding to the recent increase in phishing emails! Phishing is the most common type of cyber threat that institution’s like ours deal with on a regular basis. Phishing can take many forms, such as getting you to share your login credentials, provide your credit card information, or even install malicious software such as ransomware. Although we have security controls in place to help protect our networks and computers from cyber threats, we rely on you to be our first line of defense.

Unfortunately, some of our accounts have been compromised during the recent increase in phishing, exclusively due to users inadvertently providing their username and password to criminal hackers. While we generally identify and reset these accounts within minutes, this is often all the time the criminal hacker needs to either send new phishing emails - using your email address - or further compromise your system.

This creates a serious security issue for our institution and I ask that you do your part by being very careful clicking links and opening attachments in email. Moreover, you should never provide your username and password unless it is a user-initiated action. Remember that Information Services will never ask you to provide your username and password in an e-mail or to validate your account. Thank you for your help and remember that security is a shared responsibility!

Please contact the Service Desk (x2001) service_desk@cwu.edu if you have any questions.

Sincerely,
Andreas Bohman
Chief Information Officer
Central Washington University

IDENTIFY A PHISHER:
- Vague email that could be sent to anyone
- Addressed from an authority figure
- Email address is unusual (microsoftsupport@gmail.com)
METRICS & ANALYTICS

Metrics and analytics provide a necessary baseline to measure progress across Information Services's many projects and operational activities.

This data is a valuable resource for Information Services during all periods in project development: from planning to maintenance. It offers a comprehensive road map for understanding digital habits, and to drive strategic innovation.

MYCWU PAGEVIEWS FROM FEB 2018-MAY 2018

737,578 SESSIONS
172,087 USER LOGIN
2,193,753 PAGES LOADED
MOBILE PAGE VIEWS

111,619 SESSIONS

15,721 USER LOGIN

622,345 PAGES LOADED

DID YOU KNOW?

PEOPLE TEND TO READ ABOUT 10% SLOWER ON A SCREEN THAN ON PAPER.
Information Services is a proud employer of both student employees and full-time employees in pursuit of degrees.

These graduating Information Services family members come from varying degree programs, spanning from aviation to ITAM to public policy.

Congratulations to these graduating employees; and we wish them well on their journey following graduation.

CONGRATS TO THE GRADS!

Jazton Broussard
Jessica Carder
Keyla Cerna
Matthew Cullum
Daniel Cook
Hannah Cottle
Jason Galletly
Michael Githinji
Breanna Hansen
Sadie Nickerson
Ron Leaf
Kellie Morrison
Kelsea Piper
Stephanie Rexus
Jace Rowland
BOUILLON NEIGHBORHOOD: TESTING SERVICES

Central Washington University Testing Services has lived in Bouillon for a while now - testing requires very specific spaces, spanning from preference of carpeted flooring to the necessity of windows to ensure tests being taken are being done to protocol.

Being part of the Bouillon neighborhood allows Testing Services to not only serve CWU students; but also allows them easy access to be able to provide testing services for people all over the Ellensburg Community. Tests spanning from the GRE to placement tests to end-of-major exams to crane operating to teacher WEST-e exams are administered in this important slice of student and community life.

Testing Services is an instrumental part of the campus community and it's development, and I.S. is proud to call them a neighbor!

TECH SPOTLIGHT: QUALTRICS

Did you know that all CWU faculty, staff, and students have access to the Qualtrics software?

Qualtrics allows anyone to easily create surveys for academic research, studies, or information to make their department more applicable to student success.

The system is easy-to-use, for both those who are creating the surveys and taking the surveys. It delivers fast results to survey-makers and ensures that important information is kept on record.

To access Qualtrics, navigate to the 'applications' side bar in my.CWU; and quick the 'Qualtrics' link.
Technology is a key factor in the job prowl - whether you're a graduating senior or a sophomore looking to pick up a summer job or internship; most steps of the "job hunt" focus around the internet - submitting applications, formatting resumes, and putting together materials is a key skill in making sure that you can secure employment in an environment you want to work in. Here are a few technology tricks that can help you score that job: whether it's for the summer, or your eventual career path:

**SET MULTIPLE ALERTS**

Having multiple alerts set for job postings lets you know who's hiring and how they are - having these job alerts sent from multiple different job-searching sites (Indeed, Monster, LinkedIn, and Glassdoor all being good options) opens you up to more opportunities than if you were to just have one. Use multiple keywords - for example, if you were in search of a 'marketing coordinator' job, you could also use terms like advertising, business development, economic development, or sales. You never know when you're going to have options.

**ALWAYS SPELL CHECK**

Make sure to run your resume, cover letter, and other application materials through a spell checker more than once. Have friends and family read over them to make sure that the computer didn't skip over any errors; and make sure to submit in PDF form to keep any formatting you put into them.

**RESEARCH THE COMPANY**

Once you snag that interview, do online research on the company, what they do, and their culture. This way, you can know exactly how to conduct yourself during the interview.
A GRADUATION THAT SPANS EVERY GENERATION

Graduation has always been a time of major transition for college-aged students. Here’s a 1985 testimonial in an issue of The Observer that showcases this generation-spanning experience:

"Are you ready to graduate?"

Just about every graduating student has probably been asked this many times. I know I have.

And, you know, I don't know if I'm ready to graduate. Oh, sure,' I have taken all my classes, I have enough credits, I have an internship lined up for this summer, So everything like that seems to be in order.

But, am I ready to face the "real" world?

I am relatively sure that I can do the work required of me. I feel my classes have prepared me for that. Am I ready socially? I think so. Throughout my college career, I have been active enough in groups, both formal and informal, that I think I can mix with people well enough to manage socially.

But, what about other things?

What about moving to an unfamiliar area, not knowing about the people, surroundings, places and cultures? What about setting up a routine where I don't simply go to class for three hours a day and skip when I want? What about the friends I'm leaving behind? Will I be able to find a job? What if I don't succeed?

UPCOMING EVENTS:

6/1  LAST DAY OF CLASSES
6/9  COMMENCEMENT
6/4-6/8  FINALS WEEK
CWU INFORMATION SERVICES

CONTACT US!

PHONE: 509-963-2333
EMAIL: SERVICEDESK@CWU.EDU
TWITTER: @INFOSERVICESCWU

You can find I.S in Boullion Hall, Room 202.

OUR MISSION:

The mission of Information Services is to provide the information systems and services necessary for all departments to achieve their objectives and the objectives of the university, and to establish an information environment that embraces sustainability, stewardship and provides a comprehensive vision for the future.

READ MORE AT:

CWU.EDU/ITS