

THE UT CHRONICLES

The Official Newsletter of Drew University Technology



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DREW
TECHNOLOGY

CONNECTIVITY FOR CLASSES

University Technology has been working to update various elements of the wireless network to accommodate the new demands of virtual and hybrid learning models on campus. Drew is not alone in these efforts, so not all equipment will be received before classes start this spring semester. However, there are some steps we can all take to make sure the semester still runs smoothly – both for those in the Forest and those joining us from afar. For a more complete look at this information, please visit our [Connectivity Challenges](#) page on U-KNOW.

1. Can you turn off any devices that are trying to reach the internet other than the one you need for class/your meeting? Can you disconnect your phone from the wireless for a bit?
2. Can you use a network or Ethernet cable to plug in? Check your manufacturer's website to see if you need an adapter for your computer, or if your home router has this option.
3. For fuzzy Zoom connections, many have found that turning off their video has enabled them to hear and be heard better.
4. Stay off streaming services, such as Netflix, during class hours or when someone else in your house has a meeting, even if you have a break. Streaming services place high demand on the network capacity of individual buildings and (for those in the dorms) our campus Internet bandwidth.



If you do have trouble, first try restarting your computer or leaving and rejoining the meeting. Those living on campus can also email helpdesk@drew.edu with the information requested on the [Connectivity Challenges](#) page, and those living off campus will find additional recommendations on that same page.

MOODLE 2 SERVER TO BE DECOMMISSIONED

Faculty were notified on October 15 that we are shutting down Moodle 2.0 on December 31, 2020. In most cases, courses have already been brought over to Moodle 3 in our new cloud hosted environment. However, if you think you may need us to retrieve a course, please go to [Moodle 2](#) to find the course you're looking for and submit a [course restore ticket](#).

DIGICATION POLICY UPDATES EFFECTIVE JAN 1, 2021

The provider of our ePortfolio platform, Digication, has announced several policy updates taking effect January 1, 2021. These updates are focused on strengthening user privacy and making user rights more explicit and transparent. Existing users will receive a notification of these changes around December 1, and will be prompted to accept the updates when they log in after January 1, 2021. New users created after January 1st, 2021 will be prompted to accept these new policies when they sign in for the first time. More information is available on the Digication support site at <https://support.digication.com/hc/en-us/articles/360052722131-Digication-Policy-updates-coming-in-January-2021>.



HELPFUL LINKS AND NUMBERS

For easy reference, here are some links and phone numbers you may want handy:

973-408-4357
UT Helpdesk

[WFH Tech FAQ](#)

Email helpdesk@drew.edu or
visit help.drew.edu

bitly.com/DrewRemote

Virtual Helpdesk on Zoom
(M-F 9-5)

[Drew U COVID Page](#)