THE UT CHRONICLES

The Official Newsletter of Drew University Technology

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DREW
TECHNOLOGY

REMEMBERING AJAY SAH
A Tribute Written by Vaughn Swanson

In commemoration of one of the most incredible individuals we've had the pleasure of employing and working with, we at UT wanted to say a few words about Ajay Sah, who tragically passed this year.

Ajay first joined our User Services team in April 2019. We met in the foyer of the Rose Memorial Library, where I was immediately struck by his enthusiasm, charisma, and warm demeanor. He carried these traits well into the job itself, assisting faculty, staff, and fellow students with various technological needs. In his interactions with customers, he was attentive and comforting, while being informative and willing to go above and beyond. With his colleagues, Ajay was a dependable coworker willing to offer a hand or cover a shift. As an employee of ours, he offered wonderful solutions regarding communication and training.

To many of us however, Ajay was more than an amazing coworker. He was a classmate we could share a laugh with, a friend who genuinely cared about what was going on in our lives, and an inspiration to be kind and enjoy the little things. I still recall the many, wonderful moments shared in between the day to day responsibilities. Conversations about playing the guitar, inside jokes among our staff.

Not a day went by this term where we didn't feel his absence. We cherish the time we had with him, and offer our sincerest and empathetic condolences to his friends and family.

SPAM EMAILS, PHISHING, VISHING: PROTECTING YOURSELF AND YOUR DATA

Unfortunately, it is all too common for cybercriminals to invent new ways to attempt to steal your information. The goal is usually, ultimately, money. With so many ways to stay in touch with each other, there are also more vectors of attack these days.

So how can we stay safe? One of the best defenses is one well-suited to a university environment: An eternal quest for knowledge and openness to questioning. Do not assume you are being told the truth; double check. Look into the types of scams that are popular now; you can be approached via email, phone call, voicemail, text, social media message platforms. And be aware that the "phishers" also know everything you are told about how to recognize and avoid these traps – so you might have to revisit the lessons every so often to see what is new.

We collect information about Avoiding Spam and Phishing Emails and Avoiding Spam Phone Calls or "Vishing" in U-KNOW. There are links to additional information, including articles highlighting new tactics and steps you can take to protect yourself (or to recover if you are caught).

SUMMER TECHNOLOGY SUPPORT RESOURCES

This summer, as with the previous year, we will be flexible and ready to adjust our plans if called for. We will do our best to communicate any changes that may be necessary, but are using this space to let you know how we expect things to look this summer.

Helpdesk and Service Center

Monday to Thursday 9am to 5pm; Friday 9am to 12:30pm

> 973-408-4357 (HELP)
>
> Virtual Helpdesk on Zoom
>
> helpdesk@drew.edu*
>
> help.drew.edu*
>
> uknow.drew.edu/techdocs*

> * These 3 resources are available 24/7, but responses will come during working hours!

If in-person appointments are available, as we expect them to be, details will be shared as appropriate via a ticket email.

Instructional Technology

Check the techAssist newsletter for information on consultation appointments regarding Moodle or event support (you must be logged in to your Drew account to see the newsletter).

HELPFUL LINKS AND NUMBERS

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

973-408-4357 UT Helpdesk	973-408-3001 Classroom Tech Help
To log or view a tech support request: help.drew.edu	Virtual Helpdesk on Zoom (M-TH 9-5, F 9-12:30)

WFH Tech FAQ	bitly.com/DrewRemote	Drew U COVID Page