CIO Insight

KENNESAW STATE UNIVERSITY
UNIVERSITY INFORMATION TECHNOLOGY SERVICES

April 2024

In this issue:

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UITS.KENNESAW.EDU

Microsoft Update:
Teams Automatic Update on April 1

Microsoft recently announced that all remaining users of classic Teams will be automatically updated to new Teams on Monday, April 1. (Some users may experience changes as early as March 31.) This update brings improvements to enhance your communication and productivity:

- A new channels experience with a new conversation view in channels, an updated compose box, a streamlined information pane, and an enhanced in-channel search experience.

- External presenters can now receive unique links to join Teams meetings directly, bypassing the lobby.

Because Microsoft will automatically update Teams on your devices on April 1, you do not need to take any action. During the update, there may be a brief period of approximately 10 minutes when you will be unable to use Teams.

Detailed information about updates in new Teams

If you or anyone on your team has questions about new Teams, UITS is here for you! Reach out to the KSU Service Desk, or schedule one-on-one or group training.

Required Cybersecurity Training for Spring

This is a 15–20-minute action item.

In alignment with the University System of Georgia's cybersecurity training requirements, Spring Cybersecurity Awareness Training is now available. This training takes approximately 15–20 minutes. **All employees must complete this training by Apr. 30.**

Cybersecurity Awareness Training is delivered via KnowBe4, the USG-provided learning platform. You can access the training from the University Information Technology Services (UITS) <u>Office of Cybersecurity webpage</u>.

Employees who do not want to take the training online or do not have access to a computer can attend one of the following in-person sessions:

Day	Time	Location
Tuesday, Apr. 19	10–10:30 a.m.	Marietta: J.M. Wilson Student Center, Room A216
Tuesday, Apr. 23	10–10:30 a.m.	Kennesaw: Academic Learning Center, Room 5200

In addition, UITS Office of Cybersecurity staff members will be happy to facilitate departmental in-person sessions by request. Sessions can be conducted via Microsoft Teams or in person. Please submit all requests by April 15 via the <u>KSU Service Desk</u>.

Supervisors, you can track the training status of your employees by logging into Owl Express, selecting the "Employee Services" tab at the top, and clicking on "Training Dashboard."

Your participation is sincerely appreciated! Thank you for helping safeguard the information with which we are entrusted.

If you have any questions about this training, please contact the KSU Service Desk: call 470-578-6999 or email <u>service@kennesaw.edu</u>.

Data Management at KSU

Working at KSU means you have access to sensitive information that is regulated by different laws. **To help you navigate the guidelines for responsible storing and sharing of university information, UITS has provided** a detailed guide—check out the information below for a quick overview.

Data Storage

	FERPA Information	Confidential Information	Protected Research	Unrestricted/ Public Information
Teams	✓	✗	Consult the KSU Service Desk	✓
OneDrive	✓	✗	Consult the KSU Service Desk	✓
Intranet	✗	✗	Consult the KSU Service Desk	✓
Shared Network Drives (I, M)	Consult the KSU Service Desk	✓	Consult the KSU Service Desk	Consult the KSU Service Desk
SharePoint	Consult the KSU Service Desk	✗	Consult the KSU Service Desk	✓

Data Collection/Transfer

	FERPA Information	Confidential Information	Protected Research	Unrestricted/ Public Information
Email	✓	✗	Consult the KSU Service Desk	✓
DocuSign	✓	Consult the KSU Service Desk	Consult the KSU Service Desk	✓
LiquidFiles	✓	✓	✓	✓
Qualtrics	✓	Consult the KSU Service Desk	Consult the KSU Service Desk	✓

*Examples of **FERPA information**: Student grades, student ID information, student class schedule information (For details about FERPA, refer to kennesaw.edu/ferpa.)*

*Examples of **confidential information**: Social security numbers, driver's license numbers, banking account information, credit/debit card numbers, unencrypted passwords, identifiable medical Information, visa and passport information*

*Examples of **protected research**: Sensitive research data, restricted intellectual property, research with contractual security requirements*

*Examples of **unrestricted/public information**: Campus maps, class schedules, policies*

For more information about data management at KSU, visit uits.kennesaw.edu/document-management.

Questions? UITS is here for you! Contact the KSU Service Desk for assistance.

Sendafile (AKA LiquidFiles):
Your Solution for Sharing Confidential Information

You need to share confidential information* such as unencrypted passwords, driver's license numbers, or visa and passport information, but you've read the KSU Data Management webpage and know you must not share this type of information via email. What to do? Simply use Sendafile, your reliable solution for seamless and secure file transfers.

What Is Sendafile?
Sendafile, powered by LiquidFiles, provides a robust platform for sharing sensitive documents, including confidential information and research data. Whether you're collaborating on groundbreaking research or simply sending a hefty presentation, Sendafile ensures your files are transmitted with utmost security. In addition, you can share large files that exceed the Office 365 limit.

Why Use Sendafile?
- Data security: Your files are encrypted, safeguarding them from unauthorized access.
- FERPA compliance? Check.
- Confidentiality? Double-check.
- Significantly larger files: Say goodbye to the 150MB size limit imposed by Office 365. Sendafile accommodates files up to 1GB.
- User-friendly interface with no technical wizardry required. Sendafile's intuitive interface allows you to effortlessly upload files. Drag, drop, and you're done!

Getting Started: How to Use Sendafile
1. Visit sendafile.kennesaw.edu and log in using your KSU credentials.
2. Upload your file.
3. Add your recipient's email address and type a message about the file(s) you're sharing, ensure "Authentication Required" is selected, and select Send.
3. Sendafile will create a "download link" and share it with your recipient via email. The recipient will follow instructions in the email they receive and authenticate their identity to access the file.

Detailed information about Sendafile, AKA LiquidFiles

A note on Sendafile vs DocuSign: Both applications handle document-related tasks, but their purposes differ. Sendafile emphasizes secure file transfer, especially for large files, whereas DocuSign provides a comprehensive eSignature solution for various workflows. Choose the tool that aligns best with your specific needs!

*To see additional types of confidential information, review the KSU Data Management webpage.

Boost Your Productivity With AI: Microsoft Copilot

Microsoft Copilot isn't your average chat tool. It's an AI-powered sidekick, ready to help KSU faculty, staff, and students tackle everyday tasks. Do you want help generating text, crafting images, or summarizing articles? **Keep reading to learn how to get the most out of Copilot!**

Want to keep learning? Register for a UITS workshop on using Copilot:

- Tuesday, May 14, at 10 a.m. via Teams
- Tuesday, Jul. 16, at 2 p.m. via Teams
- Thursday, Aug. 8, at 2 p.m. via Teams
- Wednesday, Aug. 21, at 10 a.m. via Teams
- Thursday, Aug. 29, at 2 p.m. via Teams

REGISTER NOW

Getting Started With Copilot

Ready to begin? Follow the steps below to access Copilot while protecting your data.

1. **Go to copilot.microsoft.com and use the button on the top-right to sign in using your KSU credentials.** This keeps your information secure.

2. **Explore the Interface:** Note the green "Protected" icon in the top right that indicates that you are now using data protection. Begin interacting with Copilot by typing into the chat box.

Protected

Look for this icon.

3. **Customize Your Experience:** Copilot offers settings to adjust text and images it produces. Look for the option to adjust your conversation style (More Creative, More Balanced, or More Precise). Tailoring this setting can enhance Copilot's assistance to your needs.

Keep reading to learn more about generating text, images, and summaries with Copilot!

Detailed instructions on accessing Copilot through the Copilot website, Bing, or Edge

Creating Effective Prompts

When it comes to creating effective prompts, it's all about giving clear instructions and engaging with Copilot the way you would with a fellow human! Here are additional tips to help you craft prompts that unlock the full potential of Copilot:

Consider your desired outcome: No matter the type of content you want Copilot to generate, start by asking yourself, "What result do I hope to achieve?"

Structure your prompt with purpose: Place the most important information at the beginning of your prompt.

Use natural language: Communicate with Copilot just as you would with a human.

Provide context: Share background information as well as details about the intended audience.

Define the task: Try using these words to direct the AI: *explain*, *describe*, *translate*, *create*, *write*, *predict*, *advise*, *imagine*, *summarize*, *revise*.

Be specific: The more precisely worded your prompt, the more precise the generated content will be.

Examples

Prompt to generate text:

> **Write a proposal for funding to pay for a project to [insert project objective]. Write an outline of a project plan you can include in the proposal. Note that the intended audience will be [insert key information about the audience].**

Prompt to generate images:

> **Create a realistic image of an owl flying above a city at night in summer.**

Prompt to generate a summary:

> **Summarize this article, simplifying the main points as if I were a 10-year-old. Use bullet points to share the 15–20 main points in the article.**

Generating—and Revising—Text With Copilot

Copilot can generate all kinds of text, including emails, essays, stories, poems, social media posts, speeches, interview questions, and more! Going a step further, Copilot can also revise text, whether it's text you wrote or text Copilot itself generated. *Always verify the Protected icon is in the top right of the screen.

Protected
Look for this icon.

How to Use Copilot to Generate Text
Copilot provides three ways to generate text: Chat, Notebook, and Compose. *Remember to provide <u>clear, effective prompts</u>.*

To use **Chat** or **Notebook**, go to <u>copilot.microsoft.com</u> and sign in using your KSU credentials. Chat will open, allowing you to begin interacting with Copilot. To use Notebook, click the tab in the top-right of your screen.

To use **Compose**, open Microsoft Edge and click on the Copilot icon in the sidebar. Enter your prompt, select the tone, format, and length and select "Generate draft."

<u>Detailed instructions on using Copilot to generate text</u>

How to Use Copilot to Revise Text
- Method 1: Copy and paste text into the prompt field to have it revised by Copilot. Note: Notebook allows you to input up to 18,000 characters at a time, whereas prompts in Chat and Compose are limited to 2,000 characters each.

- Method 2: Upload your text as a PDF, Word document, or even a screenshot: Click the paperclip icon in the chat box

*A **note on AI output: AI chatbots like Copilot generate text, not necessarily facts.** Copilot is limited to the dataset it can access; if that dataset contains errors or is missing information, Copilot may generate "hallucinations," content that seems to fit but is factually incorrect.*

Generating Summaries With Copilot

Do you ever feel overwhelmed with lengthy documents? Copilot can help you grasp the core content and save time by analyzing large bodies of text to produce concise, digestible summaries in the form of text, an outline, or bullet points.

How to Use Copilot to Summarize a Document
Follow these steps to summarize a PDF, Word document, or PowerPoint presentation:

1. **Navigate in your browser to** <u>copilot.microsoft.com</u> and log in using your KSU credentials.

2. **To upload a file, click the paperclip icon in the chat box.** *If the file upload option is not available, please clear your cache and restart your browser.*

3. **Select a file from your computer and upload it.** The size limit for uploads is 1 MB.

4. **In the chat box, type the prompt, "Summarize this file," then click Submit.** You can generate tailored summaries by adjusting the prompt your prompt. For example, you could type, "Provide an outline of this article," "List 5–7 key points from this document," or even "Break down the information in this file for me as if I were a 10-year-old."

<u>Detailed instructions on using Copilot to summarize documents, webpages, and screenshots</u>

To protect your and KSU's data, always log in and verify the Protected icon is in the top right of the screen.

Generating Images With Copilot

Unleash your inner artist with Copilot! Copilot can create graphics, illustrations, and even photorealistic images.

How to Use Copilot to Generate Images

1. Navigate in your browser to copilot.microsoft.com or copilot.microsoft.com/images/create (a version of Copilot called Microsoft Designer) and log in using your KSU credentials.
2. Type a description of the image you want, using the word "create" in your prompt: *Create an image of . . .*
3. Click **Submit**, and Copilot will create a selection of images based on your prompt.
4. Review your result and tweak your prompt and click **Submit** until you are satisfied with the result. See below for an example of this iterative process.

Here are some tips for your prompts to create just the graphic you imagine!

- **Color code**: Describe the exact hues using color codes (e.g., #FFC629 for Hooty Hoo Gold) or evoke emotions with descriptive terms (e.g., a sunset's fiery orange or the calming blue of a twilight sky).
- **Shift your perspective**: Imagine the scene. Are you looking up at a towering skyscraper (low-angle) or down a whimsical path disappearing into a forest (bird's-eye view)? Consider including this information in your prompts.
- **Style inspiration**: Channel your artistic idols! Go for a classic Renaissance portrait (think Da Vinci's Mona Lisa) or a swirling, expressive scene reminiscent of Van Gogh's starry night.

Note: While Copilot-generated images are conveniently downloadable as JPG files at 1024x1024 pixels, their 96 dpi (dots per inch) resolution may note be ideal for printing. For high-quality prints, a minimum of 300dpi is recommended.

An Example of Revising Prompts to Generate an Image:

Prompt 1:
An owl writing on laptop, simple vector illustration.

Prompt 2:
A yellow (#ffc629) and black owl typing on laptop with bare background, simple vector illustration.

Prompt 3:
A yellow (#ffc629) and black owl typing on laptop with bare background, in the style of Roy Lichtenstein.

Reflection: *Copilot interprets "writing" to mean with a pen. Let's refine it, and give it some KSU themed colors.*

Reflection: *Pretty good. A bit bland though. Let's add a style and see what we get!*

Reflection: *Neat! That's a serious owl!*

We understand you might have more questions about Copilot, especially since it is a quickly evolving technology. Here are up-to-date answers to some common questions. **While the web (and this newsletter!) can be a great resource, keep in mind that Copilot is constantly being updated.** Let us know if you have any other questions—we're happy to help!

For whom at KSU is Copilot.microsoft.com with data protection available?
Copilot.microsoft.com with data protection is available for all KSU students, faculty, and staff.

Is content generated by Copilot automatically saved so I can find it later?
No, content generated by Copilot is not automatically saved; you should download any Copilot-generated text or images that you want to keep.

The paperclip icon has disappeared, so I cannot upload files to Copilot to Chat or Notebook. What should I do?
Clear your browsing history and try again. If that does not work, restart your computer and try again. (It is not currently possible to upload files to Copilot Compose.)

How does Copilot differ from ChatGPT?
Microsoft Copilot connects to ChatGPT, which is a natural language processing technology developed by OpenAI. The advantage of using Copilot with your KSU credentials is that your data will be protected by excluding it from the data training sets used to train AIs.

Does Copilot share advertisements in the chat?
Yes. Depending on your current search, you might see an advertisement. It will be indicated by a icon with the word "Ads." You can click on the little "i" next to it to learn about the advertiser. If you don't want to see personalized ads, click on **Ad settings** and turn them off. (You might still see personalized ads if companies other than Microsoft have collected data about you.)

What browsers can I use to access Copilot?
You can access Copilot using Microsoft Edge (where Copilot is already integrated) as well as other major browsers like Chrome and Firefox. _Detailed instructions on accessing Copilot._

I have a question about using AI for instructional use. Whom should I ask?
For guidance on instructional uses of AI at KSU, submit a Digital Learning Innovations SeviceNow ticket.

Explore Detailed Articles on Copilot

UITS's Knowledge Base contains concise, user-friendly articles with answers to frequently asked questions about technology at KSU. Check out these articles to learn more about getting the most out of Copilot:

- How to Access Copilot 🔗
- How to Create Effective Prompts 🔗
- How to Generate Text with Copilot 🔗

- How to Generate Summaries with Copilot 🔗
- How to Generate Images with Copilot 🔗
- How Does Copilot Keep my Data Secure? 🔗

Printable Instructions for Owls and Guests

Do you ever find yourself in need of printable instructions for using classroom technology or helping Owls—and non-Owls—connect to WiFi at KSU? UITS has you covered! Check out these downloadable, printable documents:

- Connecting to Guest WiFi
- Tech Help + WiFi Instructions
- Classroom Instructions for instructors

Looking for quick technology instructions and answers to frequently asked questions? Check out our Knowledge Base for tech self-help. You have questions. We have answers!

April Technology Workshops

UITS offers a variety of free online technology workshops for faculty and staff. Join us! (We also offer customized group training by request.)

Date	Time	Topic	
Tuesday, 4/2	2–3 p.m.	Adobe Express	🔗
Wednesday, 4/3	2–3 p.m.	Adobe Photoshop Express	🔗
Thursday, 4/4	2–3 p.m.	Adobe Rush	🔗
Tuesday, 4/9	2–3 p.m.	AI with Adobe	🔗
Tuesday, 4/16	2–3:30 p.m.	Excel: Foundations	🔗
Wednesday, 4/17	2–3:30 p.m.	Excel: Tables, Charts, and Pivot Tables	🔗
Thursday, 4/18	2–3 p.m.	Excel: Functions & Formulas	🔗
Friday, 4/19	2–3 p.m.	Power Query in Excel	🔗
Tuesday, 4/23	10–11 a.m.	Organizing your Outlook inbox	🔗
Friday, 4/26	10–11:30 a.m.	Omni	🔗

Check out our selection of Spring 2024 technology workshops. 🔗

Tech Troubles? Check the KSU Status Page

Have you ever struggled to connect to campus WiFi, only to abandon the effort with no idea whether it's a "you problem" or a system error? Technology hiccups happen, and it can be frustrating to be caught off guard and feel left in the dark about what's going on. That's where the KSU Status Page comes in! **This user-friendly page provides you with a quick overview of the status of KSU's technology systems**, including what's working perfectly, what might be experiencing minor slowdowns, and what is scheduled for upcoming maintenance.

We recommend you bookmark the Status Page in your favorite browser and refer to it when you experience technology problems at KSU. You can also subscribe to receive text and/or email updates about maintenance and outages.

The Status Page helps you . . .

- **Stay informed:** By checking the Status Page regularly, you'll know about potential technology issues.
- **Plan ahead:** If an upcoming scheduled maintenance will impact your work, you'll know ahead of time so you can plan around it.
- **Reduce frustration:** Unexpected tech issues are frustrating, but knowing to expect downtime—or knowing that UITS is aware of problems and is working to resolve them—frees you from trying to the stress of wondering what is going on.
- **Maintain transparency:** The Status Page provides visibility for all KSU's technology systems. It's part of UITS's a commitment to keeping everyone informed and ensuring a smooth technology experience for the entire university community.

Want to subscribe? Go to status.kennesaw.edu and click "Subscribe To Updates."

UITS Contact Information

Do you need immediate assistance with KSU-supported technology? UITS is here for you.

Contact the KSU Service Desk

470-578-6999

service.kennesaw.edu/technology

KSU Service Desk Walk-Up Counters:

Kennesaw: Pilcher Building, Room 106

Marietta: Academic Building, Lower Level