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VIRTUAL OR AUGMENTED WHICH REALITY WILL YOU CHOOSE?



The way you see the world is about to change. To see the change will require the use of futuristic headsets that let you perceive holograms and virtual worlds. The technologies centered on these new frontiers include Virtual Reality (VR) and Augmented Reality (AR), but which will you choose?

Simply put, AR does just what it says; it augments your surroundings by layering virtual items onto the world you already see through use of a smart phone, tablet or headset. You still see the real world around you just with another layer of virtual items on top. Microsoft has created an advanced form of AR that it calls holographic computing; it is made possible through HoloLens technology. HoloLens is a headset you wear similar to Google Glass but far more immersive and totally untethered, meaning you will not need a connection to a PC or a phone. Using HoloLens you will be able to turn any surface into a virtual workspace. Here's an example, think of a blank wall in your home, HoloLens will allow you to see projections on that wall. Anything from pictures to books,

MESSAGE FROM KEN KASS

Associate Vice President for Information Technology/Academic Technology Services



Welcome to a new semester and the latest edition of Titan Tech Talk!

As a new member of the IT Division I want to say hi and introduce myself. I am very pleased to be here; I am looking forward to serving the campus and working to implement technologies that enable high impact practices in support of the university mission. My philosophy is that technology should be integrated and designed in such a way that it is intuitive and easy to use. I believe technology is most powerful when it is used deliberately and carefully to solve specific problems or achieve a specific outcome. In particular, related to teaching and learning, I believe technology should support the instructor's pedagogical approach.

I am pleased to share a number of exciting projects IT has been working on this year: we are partnering with Academic Affairs to improve the Faculty Commons, and also creating a more expansive user-centered knowledge base (how-to guides for technology). Also, in partnership with the Faculty Development Center and Online Education and Training, formerly OASIS, a new collaborative room was designed and built (PLS-240).

We are also continually working to identify and implement emerging technologies that enable high impact practices in support of students and faculty. We hope you have a fantastic semester. Let us know if there is anything we can do to help!

FACULTY COMMONS

SAME GREAT SERVICES, NEW CENTRAL LOCATION

A new inviting collaborative work space has been added to the 2nd floor of Pollak Library South in the Faculty Commons.

The Faculty Commons, a one-stop-shop for faculty support, includes the Academic Technology Center (ATC), the Faculty Development Center (FDC), and Online Education and Training (OET), formerly OASIS. The ATC provides technical support to Faculty and Staff for campus and personal devices. The FDC offers pedagogical support to Faculty promoting career-long enrichment in teaching and learning. OET delivers services related to online instruction and distance learning.

The Faculty Commons features a new active learning classroom in PLS-240. This room features five 80" monitors, five large interactive white boards, and active learning furniture with a white board for every student. This room is a prototype, and will be evaluated for later classroom room renovations across campus.

Stop by the Faculty Commons and take advantage of these areas of support. You can access them at PLS-237. Normal hours of operation are Monday thru Thursday 8am – 7pm and Friday 8am – 5pm.



STUDENT IT HELP DESK

After a successful pilot run, the limited phone and chat hours of the Student IT Help Desk will be replaced by round the clock, 24x7 assistance!

Launched in Spring of 2015 as part of the Student Success Initiative (SSI), the Student IT Help Desk is dedicated to providing technical support to CSUF students. Here Titans can get answers to questions about campus related technologies such as Titanium, Titan Online, student email and more. Student academic achievement is a priority for IT, therefore service is provided through numerous channels:

- Phone: 657-278-8888
- Self-service via Portal (navigate to the “Online IT Help” button)
 - Students can submit a general IT question
 - Live chat with a technician
- Email: StudentITHelpDesk@fullerton.edu
- Walk-in: Student Genius Corner, located on the first floor of Pollak Library North

Additionally, services provided include help with wireless connection to the campus WI-FI and VCL, syncing campus email on all personal devices as well as downloading and installing free campus software from the list available at sts.fullerton.edu. Should any hardware or operating systems assistance be required, students can easily get an assessment from the Titan Tech Services. This is a service from Titan Shops, which now has a secondary location next to the Student Genius Corner making all technology troubleshooting fast, convenient and accessible.



NEW TRAINING MANAGEMENT SYSTEM FOR CSUF



Last January, CSUF joined other campuses and the Chancellor's Office in the implementation of a new training management system, Employee Training Center (ETC), in order to increase personal knowledge and professional development opportunities for faculty and staff. This new system offers a central location to find and meet training needs for the entire campus.

After installing the system, the number of library resources and options for classes simply multiply. The new library is populated with resources such as training modules, electronic books, and videos. Melissa Dominguez, Project Lead, is very proud of the collection of electronic books, “especially because books can be downloaded.” She also mentioned that faculty is now able to request their own publications or publications of their colleagues to be published on the site.

Users are required to participate in formal training to learn the components of the system. The ETC re-launched the system in the month of August with open forums, videos, and walk in opportunities to connect. Trainers learned how to create, schedule, and search for classes, and how to manage content and rosters. Trainees also got an understanding of how to register, access and manage specific classes, obtain transcripts and certificates, and sign-up or unregister for classes.

The new program delivers a variety of training options and resources and will help the university community to access their training records more efficiently.

Contact the ETC at employeetrainingcenter@fullerton.edu if you have any questions or feedback regarding this new system.

NOW ON CAMPUS



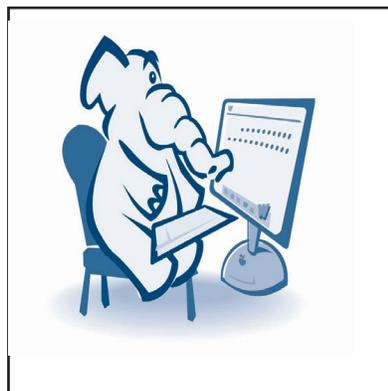
Have you ever been on campus at another university and wanted to access WI-Fi, or used guest access and been disappointed with the service? eduroam (education roaming) is the answer. eduroam is the secure worldwide federated network access service developed for the international research and education community. This secure, wireless network is now available to CSUF students, faculty and staff.

eduroam provides equivalent access to CSUF resources as the CSUF-Titans network. The benefit of connecting to the eduroam network is the ability to access the Internet at other participating institutions around the globe. In turn, visitors to CSUF from other eduroam institutions can use their campus credentials to access the internet at Cal State Fullerton.

How will you know if eduroam is offered at the institution you are visiting? You can check the eduroam website www.eduroam.us and see if the institution is listed. Another way to find out is to turn on Wi-Fi while visiting the campus, and check to see if the wireless network name "eduroam" appears. What makes this so easy, is that all participating campuses offer the same wireless network name, and after you login once, you will not have to do it again - even if you are on a different campus.

New Student Orientation

This summer 8,311 new TitanCards were issued during New Student Orientation. While waiting to receive their cards, students are introduced to the Student Genius Corner and informed about the free software and other technology services offered by the University.





RANSOMWARE

Ransomware is a new and increasingly popular type of malware that is being seen in the wild. In a nutshell, ransomware encrypts all user-generated data on an infected system with an extremely strong public-key encryption. This type of encryption uses one key, known as a public key, to encrypt data. Another key, the private key, is required to decrypt the data. The problem is that in order to obtain the private key and get your data back, you must first pay a ransom to the malware author. Because only user-generated data is encrypted the system is still usable, you just can't access any of your data. To further complicate matters, the ransom typically must be paid using Bit-Coin or some other form of digital currency. The average user may have a difficult time paying the ransom even if they wanted to. Lastly, there are no guarantees that if the ransom is paid that you will even actually receive the decryption key.

There are steps that can be taken to mitigate the impact of falling victim to a ransomware attack:

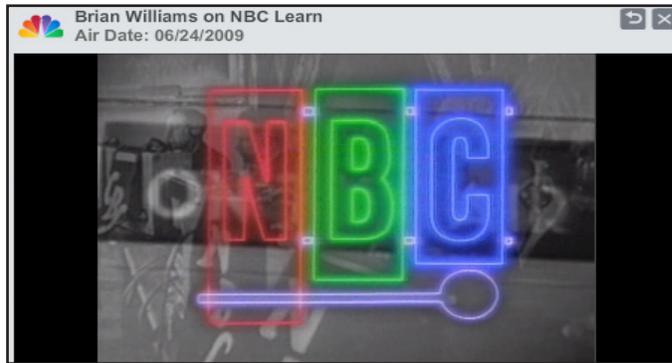
- It is important to run some type of antivirus/antimalware solution with updated scanning definitions. This is not a silver bullet as no security solution is capable of stopping all variants of ransomware.
- It is also important to ensure that all applications and the operating system itself are up to date with security patches.
- The best step that can be taken is to back up your system to offline media on a regular basis. Simply backing your data up to an external hard drive that is always connected is not recommended as the ransomware could also encrypt that data.

Ransomware attacks are here to stay, at least for the foreseeable future. Taking steps to protect yourself from these attacks now will help you to recover your valuable data should you ever fall victim to a ransomware attack.

For more up-to-date security information visit the Security Blog: securitynews.fullerton.edu/

CSUF NBC LEARN

Higher ED



In order to allow students in the 21st century to better see, feel, and be a part of the educational experience, professors utilize resources that allow for a more interactive and dynamic educational environment.

NBC Learn Higher Ed is a subscription-based service that contains an archive of over 80 years of day-to-day news coverage as reported by NBC news. The resources in this archive are comprised of primary source videos, newsreels, documents, and images that bring history and issues to life as they were covered. The university recently entered into a contract with the service and now students, faculty and staff at Cal State Fullerton can access this vast repository of visual and historical documents at no cost.

After logging in to NBC Learn Higher Ed, patrons can browse and research the archives using the Cue Card system. Cue Card is an interactive media player that enables users of NBC Learn to view, read, and annotate any of the resources contained within the archive. Cue Card organizes the information into individual cards that contain bibliography, transcripts and closed captions. The cards can be arranged into custom playlists that subscribers can save, share, and revisit whenever they want. Each record covers a topic that is accurate and professionally produced making NBC Learn a valuable asset.

NBC Learn contains a premium collection in the areas of natural sciences, humanities, health, social and behavioral sciences, visual and performing arts, business and government. Each resource in the archives includes learning objectives that can be easily integrated into a lesson. The short duration of the videos makes them perfect “bite size” records to incorporate into curriculum that uses the flipped classroom methodology. Faculty members that want to practice active and cooperative learning can use any of the files to encourage participation, promote research, teach problem solving, and help improve critical thinking and global perspective.

You can access CSUF NBC Learn from the portal or by going directly to the [webpage](#).

DID
YOU
KNOW

- 1.5 million people fall victim to cybercrime every day. That equates to 18 people per second.
- Criminals will frequently search social media sites for people sharing information about being on vacation. Unoccupied homes are attractive targets for thieves.
- Modern malware can run entirely in a computer's memory and never touch the hard drive making it much harder to detect.

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word docs, the news or even a game can be displayed and interacted with. It will run the Windows 10 operating system and may just be the new way to get work done. Find out more about Microsoft HoloLens here: <https://www.microsoft.com/microsoft-hololens/en-us>



As we have learned AR adds to your environment it does not replace it. If you are looking for something a little more immersive you should choose VR. When you put on a VR headset the real world disappears and the virtual world emerges. Your head movements are tracked in three dimensions and audio is heard through built in headphones. As you can imagine a virtual world is a very appealing market for computer gaming. While there are several companies racing to bring you this VR gaming experience, the company

getting the most buzz is Oculus VR, LLC, the creators of the Oculus Rift. This VR headset was developed by a 21 year old engineer and made possible through crowd funding via Kickstarter. The headset claims to make you feel as if you are really in these virtual worlds through what Oculus calls “The Magic of Presence”. In an interesting twist Microsoft has partnered with Oculus to bundle its Xbox controller with the Oculus Rift and allow for Xbox One games to be streamed to the device. The consumer model of the Oculus Rift is set to ship in early 2016. Learn more here: <https://www.oculus.com/en-us/>



IT'S SEPTEMBER - TIME TO CHANGE YOUR PASSWORD

Based on CSU Policy requirements, the campus password expiration policy mandates that all users change their password during the months of February, May and **September**. All faculty, staff, department accounts and zz-student accounts **MUST** change their passwords by September 30, 2015.

For instructions on how to change your password visit <http://www.fullerton.edu/it/password>

This is a good time to update your security questions.

INFORMATION TECHNOLOGY

WELCOMES NEW STAFF

La Tonya Jackson



La Tonya works in Central IT as the televised courses scheduler. She comes to Central IT from Interactive TV

Instruction (ITI). La Tonya welcomes the growth opportunities available in Central IT. She has a bachelor's degree in African American Studies and Studio Art from Cal State Fullerton. La Tonya has worked on campus for 18 years. She enjoys making cards as well as attending comic conventions. She also likes doing crafts with her seven year old niece who she cares for.

Nathan Jeffers



Nathan works as a Media Product Specialist, working in Titan Communications. He enjoys the balance

of working with students and doing media production. Nathan has a bachelor's degree in Film, TV, and Radio from Biola University. He had worked at Cal State Fullerton for 6 weeks when he spoke with Titan Tech Talk. Nathan has a baby daughter that he loves spending time with. He also enjoys photography and reading.

Dave Manock



Dave comes to Central IT from Interactive TV Instruction. He will be working on Titan Channel Broadcast Engineering.

Dave is happy about the opportunity to branch out with Central IT. He has a bachelor's degree from North Dakota State University and a Film & TV/Video certificate from Orange Coast College. Dave has worked at Cal State Fullerton for 5 years. He enjoys bike riding at the beach and spending time with family and friends.

Raven Mansen



Raven works with the Central IT Web team. She enjoys the team feeling in Central IT, and the opportunity

to advance her skills. Raven has a bachelor's degree in Asian American Studies from UCLA, and a certificate in web design from Saddleback College. She has worked for Cal State Fullerton for 6 years. Raven has two small children (an infant, and a toddler). She enjoys spending time with them and showing them new things.

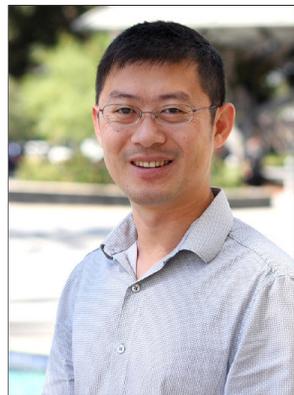
Andrew Pasmant



Andrew comes to Central IT from ITI. He will be training and shadowing faculty using instructional software, such as

Camtasia, Captivate, and Adobe Connect. Andrew enjoys the collaborative work style in Central IT. He has a bachelor's degree in English from Cal State Fullerton. Andrew has worked at Cal State Fullerton for 8 years. He enjoys surfing, off-course snowboarding, rock-climbing, hiking and mortorcyclcye riding.

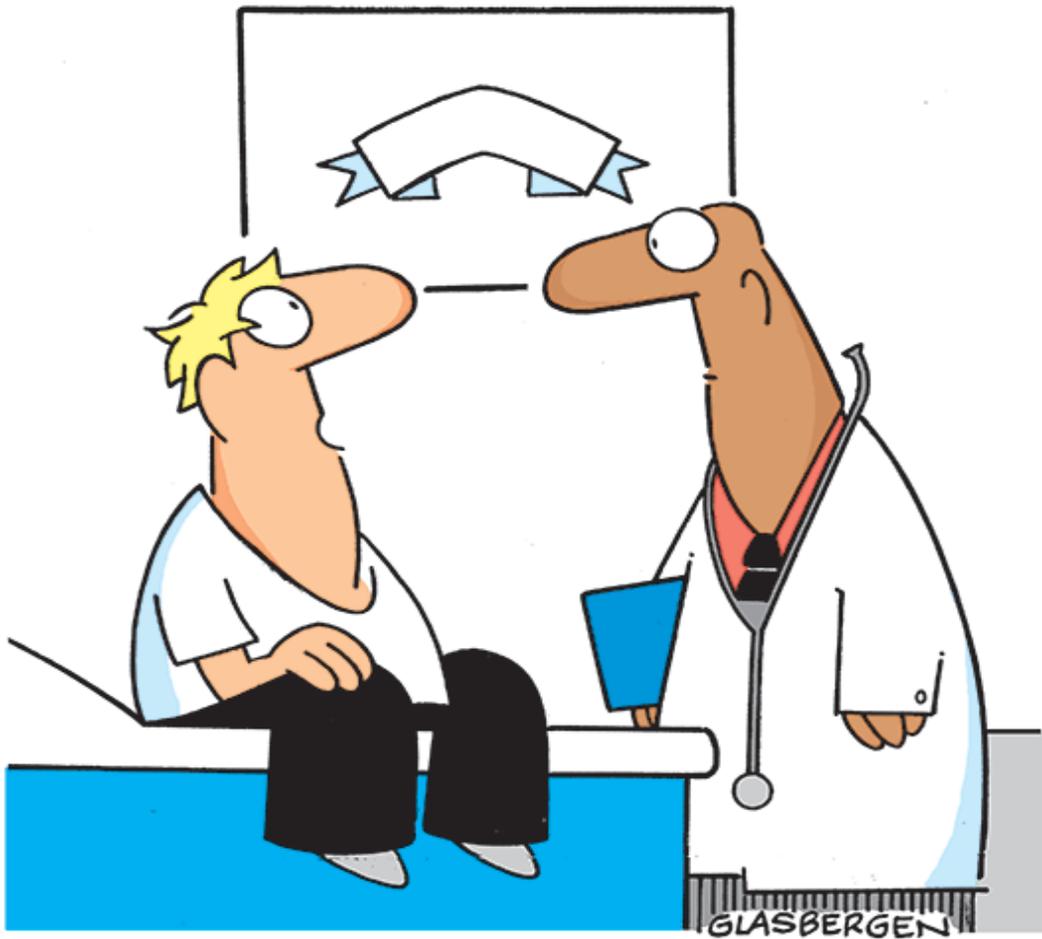
Sean Wei



Sean is the SITI team technology lead. Sean enjoys the cooperation and support of the management team in Central IT. He has

a BS in electronics and Information Technology from Brigham Young University, and is working on a master's in Computer Science at Cal State Fullerton. Sean has worked on campus for 9 years. He enjoys spending time learning new technologies that make a difference in people's lives, and photography. He is the father of a brand new baby girl.

IT LAUGHS



**"I already diagnosed myself on the Internet.
I'm only here for a second opinion."**

**WE WELCOME YOUR
FEEDBACK AND SUGGESTIONS
TitanTechTalk@fullerton.edu**