IRT News

Updates from IRT

Information Resources & Technology aims to enhance the overall learning experience for the University's students, assist in the research of the University's faculty and enable the University's staff to perform their duties effectively and efficiently.

Here, IRT will update the University community on initiatives, projects and services that further those objectives, as well provide information regarding technology-related news, enhancements and additions on campus.

- Change your password
- Outlook WebAccess
- Gmail for Students
- Banner Self Service
- Blackboard Login
- Access From Anywhere

News Articles

Network, phone system tests scheduled over the next week
O'Neill, Erin E. posted on Jul 27, 2017

Information Resources & Technology will be conducting several tests on the University's network and phone system over the next week to ensure those services continue to operate in the event of a partial network failure. We do not expect these tests to cause major service interruptions for the University's three campuses or clinical offices. We will be closely monitoring each system during these tests, and we should be able to restore services within 15 minutes if problems occur. On Saturday,…

TV system maintenance scheduled for July 28
O'Neill, Erin E. posted on Jul 27, 2017

The vendor that manages the cable TV and streaming TV service for Rowan University has network maintenance scheduled for Friday, July 28, beginning at 12:01 a.m. The work is expected to take six hours to complete. While this maintenance is underway, users may experience a service interruption of up to five minutes. Please contact the Apogee support team https://www.myresnet.com/support, which is available 24/7,…

UPDATE: New network equipment to be installed next week
O'Neill, Erin E. posted on Jul 21, 2017

Information Resources & Technology is postponing the planned installation of new network equipment for at least one week in order to ensure network stability following ongoing phone issues on the Stratford campus and clinical offices. This work was scheduled to take place over the next three days. Our engineers are working with our vendors to further evaluate the network environment before we implement these infrastructure upgrades as part of the network redesign project.…
System maintenance to affect Banner on July 28
O'Neill, Erin E. posted on Jul 20, 2017

Information Resources & Technology will be installing security updates for the database that supports Banner beginning at 9 p.m. on Friday, July 28. This work is scheduled to be finished by 3 a.m. on Saturday, July 29. Banner may be intermittently unavailable during that time frame. We will notify the University via email when this work is complete. Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu with any questions or concerns.

Network upgrades planned in 2017
O'Neill, Erin E. posted on Jul 18, 2017

Information Resources & Technology is working to provide the University with a faster, more secure network that is designed to serve a growing population, handle an ever-increasing amount of data and safeguard the University against security threats. We will be rolling out more than 40 initiatives as part of a network redesign project, and many of the major upgrades will be finished by the end of the year.

Read the June 2017 edition of the IRT newsletter
O'Neill, Erin E. posted on Jul 06, 2017

The latest edition of Information Resources & Technology's monthly newsletter includes tips for keeping your data safe while traveling this summer, details on new dashboards we're rolling out and information to help students get prepared for the start of a new semester.

IRT rolling out new Rowan University login page
O'Neill, Erin E. posted on Jun 29, 2017

As part of our ongoing efforts to improve the security and accessibility of our services, Information Resources & Technology will be performing updates to our single sign-on system over the next several weeks. During this upgrade, the login screen for many University resources will change. Before entering your Rowan Network account credentials on any unfamiliar login page, please verify the site looks similar to one of the images below: OLD LOGIN SCREEN NEW LOGIN SCREEN...
System maintenance to cause Banner outage on July 7

O'Neill, Erin E. posted on Jun 23, 2017

Information Resources & Technology will be performing maintenance on the Oracle system that supports Banner on Friday, July 7, beginning at 8:30 p.m. Banner will not be available while this work is underway. Services that directly rely on Oracle or Banner, including id.rowan.edu http://id.rowan.edu, will also be offline until the maintenance is complete. We do not expect this work to affect other systems or services, but additional interruptions are possible.

Update on investigation into Banner issues during fall 2017 registration

O'Neill, Erin E. posted on Jun 15, 2017

On three separate days this spring students attempting to register for fall 2017 courses were unable to do so at their scheduled times due to technical problems with a University system. Information Resources & Technology worked around the clock to resolve the underlying issues and ultimately configured the system to function normally when registration opened for sophomores. The problems seniors and juniors faced while trying to enroll in classes, however, were not acceptable.

It's now even easier for visitors to get online at Rowan University

O'Neill, Erin E. posted on Jun 15, 2017

Information Resources & Technology has made getting online even easier for guests of Rowan University https://confluence.rowan.edu/display/IRT/Wireless+Visitor+Access. You may have noticed that our new visitor wireless network no longer requires guests to register using their email address and phone number. Now prospective students and their families, event attendees, alumni, vendors and other guests of the University can access our wireless service in a few simple steps.

Read the May 2017 edition of the IRT newsletter

O'Neill, Erin E. posted on May 30, 2017

The latest edition of Information Resources & Technology's monthly newsletter includes tips on creating strong passwords https://confluence.rowan.edu/x/-QATAw, updates on ongoing projects https://confluence.rowan.edu/x/cwIpB and details about recent email scams targeting Rowan University students https://confluence.rowan.edu/x/wBQpB.
Introducing the Information Resources & Technology support portal
Gangloff, Christine D. posted on May 15, 2017

Information Resources & Technology is excited to introduce students, staff and faculty to our new service management platform, which includes a new, user-friendly support portal. When you need assistance with technology issues, please visit support.rowan.edu https://support.rowan.edu/ to access the support portal and submit a request for help. You may also email support@rowan.edu or call 856-256-4400 for assistance. Portal Highlights

Register now for Academic Technology Week 2017
O'Neill, Erin E. posted on May 04, 2017

Screen Shot 2017-05-04 at 9.20.04 AM.png
Academic Technology Week is a free, four-day conference for Rowan University faculty and staff that focuses on technologies for teaching and learning. This year’s conference — co-sponsored by the Faculty Center for Excellence in Teaching and Learning http://www.rowan.edu/provost/facultycenter/ — is set to take place from May 22 to May 25. This nearly week-long event is packed with information sessions, demonstrations and hands-on training.

ALERT: Phishing attack targets Gmail users
Gangloff, Christine D. posted on May 03, 2017

A sophisticated phishing scam was sent to Gmail users today, including many Rowan student Gmail accounts, seeking to gain control of the user’s entire email history and spread itself to all of their contacts. This email arrives in users’ inboxes posing as an email from a trusted contact and asks you to open an attached “Google Docs” file. Clicking on the link takes you to your real Google security profile.

Online course developed by RowanSOM, IRT featured at national conference
O'Neill, Erin E. posted on May 01, 2017

A free, online course created by faculty and students at the Rowan University School of Osteopathic Medicine http://today.rowan.edu/home/news/2016/07/07/rowan-school-osteopathic-medicine-offers-free-course-on-osteopathic-medicine in collaboration with members of the University’s Division of Information Resources & Technology took the spotlight last week at a national medical conference. The first-of-its-kind course in osteopathic medicine https://www.canvas.
ALERT: Job offer scams targeting Rowan community

Gangloff, Christine D. posted on Apr 28, 2017

Recently, emails have been sent to members of the Rowan community from various addresses with subjects of "BOOKS OFFER" and "Student Opportunity" (among others), claiming to offer a job with "Bertram Books" or "being an intermediary between our suppliers and our agents" that pays around $300 a week. These messages are part of a malicious scam.

IRT now installing Windows 10 on Rowan-owned computers

O’Neill, Erin E. posted on Apr 26, 2017

Information Resources & Technology has started installing Windows 10 on new University-owned computers and laptops and older machines that require updating. IRT was previously only updating touch-screen devices with the new Windows operating system. No immediate action by employees is required because of this change, which only applies to faculty and staff on the Glassboro campus. Employees who bring a University-owned computer to the Technology Assistance Center https://confluence.rowan....

Read the April 2017 edition of the IRT newsletter

O’Neill, Erin E. posted on Apr 24, 2017

The latest edition of the IRT newsletter includes details about the phone system upgrade https://irt.rowan.edu/display/IRT/2017/03/01/Phone+system+upgrade+coming+to+Glassboro+campus on the Glassboro campus, tips for organizing your online life and information about training classes and other professional development opportunities.

Infrastructure maintenance will affect access to some services this weekend

O’Neill, Erin E. posted on Apr 20, 2017

Information Resources & Technology will be performing infrastructure maintenance on Friday, April 21, and Saturday, April 22, that will affect access to some network services and applications. IRT will be installing security updates for the database that supports Banner from 9 p.m. to midnight on Friday. Banner may be intermittently unavailable during that time frame. From noon to 8 p.m. on Saturday, IRT will be upgrading the University’s Domain Name Systems. While this work is underway....
IRT launching a new system for managing support requests
O’Neill, Erin E. posted on Apr 12, 2017

Information Resources & Technology is replacing our system for creating and managing support requests. The launch of our new service management platform, ServiceNow, will allow us to provide the University with a more efficient technical support experience. On Monday, April 17, several departments in IRT will begin using this new system. You may notice changes to some of the notification messages you receive when submitting requests for support.

Phone system upgrade coming to Glassboro campus
O’Neill, Erin E. posted on Mar 01, 2017

Rowan University is upgrading its phone network to provide the Glassboro, Camden and Stratford campuses with a unified communications system that offers security, resiliency and scalability. The first phase in deploying this new system to the entire University includes updating software and licensing agreements on each campus. That work, which has been completed in Camden and Stratford, is scheduled for the Glassboro campus this spring.

Rowan University opens new buildings equipped with state-of-the-art technology
O’Neill, Erin E. posted on Jan 30, 2017

Rowan University this month celebrated the grand opening of two new academic buildings, both of which have been equipped with state-of-the-art technology by Information Resources & Technology to support the work of students, faculty, researchers and entrepreneurs. The addition of the 98,300-square-foot Business Hall

Rowan’s Dr. Chadd explores how technology is reshaping medical education
O’Neill, Erin E. posted on Jan 23, 2017

Dr. Patrick Chadd, the director of technology services at Rowan University’s Stratford campus, delivered a keynote presentation at the 2017 Osteopathic Medical Educators and Leaders Conference in Tampa, Fla., on Friday that explored how digital advancements have changed the learning styles of medical students and how educational institutions must adapt to meet the demands of that new reality.
How to connect to Rowan's new TV service
O'Neill, Erin E. posted on Jan 13, 2017

Information Resources & Technology has completed the upgrade to Rowan University's television system, which now offers a new cable TV package and streaming service. The University is providing this new service in partnership with Apogee. Televisions connected to the University’s television system via cable will need to be rescanned in order to access the new cable TV package. Please consult your television's user manual to complete that process.

TV upgrade to provide new cable package, streaming service
O'Neill, Erin E. posted on Dec 30, 2016

Information Resources & Technology will be upgrading Rowan University's television service to offer a new cable TV package for the entire University and provide an updated viewing experience for students in residence halls. During this upgrade, television service provided by the University will not be available on the Glassboro, Camden and Stratford campuses, as well as in all medical clinics. The upgrade is scheduled to begin at 9 a.m. on Tuesday, Jan. 3.

MacOS Sierra is now Compatible with Rowan Systems
Gangloff, Christine D. posted on Oct 12, 2016

MacOS Sierra is now safe to be installed on student computers, however, it is important to first verify that your virus protection is compatible with the new operating system. If you are using the Rowan version of Symantec and you have version 12.1.6 MP6 you can proceed with the upgrade. If you have an older version or are unsure of what version you have installed.

Important Message About Sierra Mac Operating System
Gangloff, Christine D. posted on Sep 19, 2016

The new Mac operating system, macOS Sierra, is expected to be released on Tuesday, September 20th and is not compatible with certain applications and services that allow access to the Rowan network. It is important that you refrain from upgrading your laptop or desktop computer until we certify that our systems are upgraded to support the new operating system. If you upgrade your computer, you may be prevented from accessing the Rowan Network.
New Antivirus Requirement for Macintosh OSX
Gangloff, Christine D. posted on Jul 06, 2016

Beginning July 5, 2016, all Windows and Macintosh computers connecting to the RowanSecure Network and registered through Clearpass will be required to have a valid Antivirus and Anti-malware application installed. This was originally only enforced on Windows operating systems but is now being required on all Macintosh operating systems as well. iOS, Android, and Linux are still exempt.

Academic Technology Week 2016
Gray, Shalanda D. posted on Apr 12, 2016

Join us for Academic Technology Week 2016!

Apple OS X 10.11.3 (El Capitan) Now Available
Unknown User (oneillc) posted on Jan 28, 2016

The current version of Apple OS X 10.11.3 (El Capitan) is now available for employees who wish to upgrade. If you have a Rowan owned Apple laptop or desktop, you may go to the App Store by clicking Apple -> App Store to download and install the latest version of OS X. IMPORTANT — Please read before you proceed with upgrade: IRT advises you to use caution and consider upgrading very carefully.

Changes to VPN Service
Unknown User (oneillc) posted on Jan 26, 2016

Rowan University's VPN (Virtual Private Network) service allows members of the university community to remotely access network resources typically only available from on campus. As we work to increase the overall security of our network, we will begin limiting VPN access to approved users on the evening of January 31, 2016. Users who have accessed the VPN in the past 60 days will be automatically pre-approved in order to avoid any interruption in service.
Computer Upgrades Coming to Technology Classrooms
Unknown User (oneillc) posted on Jan 08, 2016

As part of IRT's commitment to be on the cutting edge of computer technology, we are pleased to announce the replacement of various Technology Enhanced Classroom (TEC) computers throughout the Glassboro campus. Over the winter break, new computers will be installed that will enable you to receive the most up-to-date software applications and services the University has to offer. The scope of this project will target and replace earliest models currently in service....

IRT Workshop Extends Hours
Unknown User (oneillc) posted on Jan 07, 2016

Starting February 1, the IRT Workshop is pleased to offer extended hours throughout the semester to better serve the Glassboro campus. New hours will be 9 AM – 7 PM Monday through Thursday and until 4 PM on Friday. For your convenience, Friday hours will be extended until 7 PM on January 22 and January 29 during the first two weeks of the semester,

Citrix (RowanCloud) Updates
Unknown User (oneillc) posted on Nov 25, 2015

Citrix Receiver—the gateway to RowanCloud apps, is scheduled for upgrades on all versions for Glassboro and Camden over the next few months. To avoid minimal interruptions, upgrades will be performed after hours on all Rowan-owned Windows desktop and laptop computers. Before the Upgrade The upgrade will be deployed in a staged roll-out that is expected to take place over the next several months. In preparation, IRT recommends to close all applications and log off, but NOT TURN OFF,...

Glassboro Summer Courses Available!
Gray, Shalanda D. posted on Nov 11, 2015

Summer courses (Glassboro only) are now available through Banner. To request a summer 2016 Blackboard shell, visit Banner Self-Service/Faculty and Advisors/Learning Management System Course Requests. For detailed directions on requesting a course, go to: https://confluence.rowan.edu/display/IRT/How+to+Request+a+Blackboard+Course https://confluence.rowan.edu/display/IRT/How+to+Request+a+Blackboard+Course As always, we are available to help. Check out our workshops at www.rowan....
Security Awareness Training
Unknown User (oneillc) posted on Oct 09, 2015

Last summer, the Information Security Office (ISO) launched a new mandatory security awareness program as part of Rowan’s ongoing commitment to protect information resources critical to the University’s academic and research mission as mandated by local, state, federal laws and regulation. To date, over 2,000 faculty and staff have successfully completed the training. In the next few weeks,…

Hold off Upgrading to Next OS X (El Capitan)
Unknown User (oneillc) posted on Sep 28, 2015

Important message regarding Rowan-owned Mac computers: The new version of MAC OS X, 10.11 (El Capitan) is expected to be released on Wednesday, September 30th, and is currently incompatible with certain applications and services provided at Rowan. It is important that you refrain from upgrading your Rowan managed laptop or desktop computer to El Capitan until we verify that our systems will work with 10.11 and ensure everything will function properly.…

New Office of Analytics, Systems & Applications (ASA)
Unknown User (oneillc) posted on Sep 22, 2015

As Rowan University grows as a research university with two medical schools, and programs to meet the needs of our diverse population, its Information Resources & Technology division also must change to best support strategic, tactical, and operational decision making. A review of Institutional Effectiveness, Research & Planning (IERP); and Enterprise Information Systems (EIS) has resulted in an organizational change that combines these two groups to improve efficiency and effectiveness.…

Encryption Updates for Rowan Computers and Mobile Devices
Unknown User (oneillc) posted on Sep 18, 2015

In May, Rowan University Information Resources & Technology (IRT) began installing encryption software on computers and mobile devices that have access to sensitive information. To date, over 1,700 computers and 10,000 mobile devices have been secured, authorizing only the users to access or read the information. In an effort to extend the reach of this initiative to the entire University community,…
Information Resources & Technology (IRT) Training Services is celebrating our 10th Anniversary of Technopalooza, our annual Open House, on Wednesday, October 28 from 10:00 am – 2:00 pm. Visit our newly redesigned training rooms and experience the latest technology-related advancements exclusive to the Rowan community. This casual expo-like event gives you the opportunity to put your hands on the latest technology and software applied at Rowan while chatting with IRT staff.