@drewunivtech

Find online at
http://bit.ly/UTChronicles

drew.edu/ut

DREW TECHNOLOGY

WHO YA GONNA CALL? OR EMAIL?

Sometimes, it can be hard to know where to look for help. Options often feel overwhelming instead of useful – especially when there is so much information coming our way about a myriad of topics every single day.

It will not help with everything, but we do have one place for you to turn with your technology questions: HELP. You can call HELP (973-408-4357; 4357 spells HELP), or you can email helpdesk@drew.edu. You can also visit help.drew.edu.

When describing your question, more information is better (but please, never share your passwords – with anyone, even us).

Why would I email helpdesk@drew.edu when I know who has the answer?

By sending the email to helpdesk@drew.edu, you automatically log a ticket. When you call 4357, we log a ticket for you. Tickets allow us to be more effective and more efficient in supporting you. We are able to direct your query to the proper area, with all the information in one place. We can also consult with multiple people in University Technology when needed far more efficiently than if we are discussing an email or a phone call. And if the question is one that needs to be directed to another department on campus, we can provide you with the contact information we have or, if appropriate, add another individual to your ticket.

But what if my question is for Instructional Technology? Are they still part of University Technology?

Presently, Instructional and University Technology do not have the same reporting line, but we still work very closely together. Instructional Technology also uses our ticketing system, and issues that came in regarding their topics of expertise are assigned to their area just as all other University Technology areas.

Editor's Note: February is a short month; perhaps that explains why it seems to go by so much faster than other months. Sorry we missed a month!

STUDENTS: COME WORK FOR US!

Both University Technology's Helpdesk and Instructional Technology's Media Resource Center are looking for new student employees to join their teams. The opportunities to enhance your resumes with valuable skills – both in customer service and technology – are invaluable!

Students at the Helpdesk are responsible for helping students, staff, and faculty in person, over the phone, and in Zoom with software installation, account support, hardware support (for Drew recommended and issued computers and phones), and other IT related end-user support. During the spring semester, work hours are Monday to Friday, 9 to 5.

The MRC provides media services for academic, administrative and events programming. Services include: installed and portable video projection, audio production with installed and portable PA systems, HD video recording, multi-camera live streaming and media classroom operations. A valid driver's license is required for MRC positions. Many flexible hours are available, including evenings and weekends. Work study is preferred.

Log in to Handshake for more information about and applications to the Audio/Visual Technician and User Support Student Technician positions. We look forward to hearing from you.

CHANGES TO GOOGLE STORAGE POLICIES

If you have not seen the news, or did not read our November article, Google has made some announcements over the past few months regarding changes to their storage policies. For personal accounts, they will be adjusting the way photos count toward your storage quota as of June 1, 2021; read this article for more information. Our Drew "Google Workspace for Education Fundamentals" accounts will move to a pooled storage policy effective July 22, 2022; we will no longer have unlimited storage. Rest assured, we do not expect this to have an immediate effect on the community.

However, in the spirit of thinking about how much data you have saved, we wanted to offer some quick tips for determining what digital clutter you may have (some of which you will want to save, and some of which can most likely be deleted).

Start out by logging into only the account you want to take a look at (if logged in to multiple accounts, you may see data for the wrong one!). You can review your Drive storage and your Photos storage at Google's storage pages, but narrowing down email messages you may not need can take a bit more effort. This article has a nice list of steps you can take.

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-F 9-5)		ITC Chat (M-F 9-5)
WFH Tech FAQ	bitly.com/DrewRemote		Drew U COVID Page