From:	Families <families-bounces@lists.southernct.edu> on behalf of Rizza, Salvatore A. <rizzas1@southernct.edu>
Sent:	Thursday, January 18, 2024 11:09 AM
To:	families@lists.southernct.edu
Subject:	[Families] Happy First Week of Classes!
Attachments:	ATT00001.txt

Dear Parents and Families,

Happy First Week of Classes!

The Spring 2024 semester began with a snowy start. We are excited to have students back on campus this week and are prepared to support them in a number of ways.

We received some emails regarding how the university communicates with students in regards to inclement weather, closures and other critical situations. Please be sure that your students are registered with Southern Alert (https://inside.southernct.edu/southernalert). While the university will post important information on their website, social media and email students, Southern Alert also allows students to register to receive text messages and phone calls. They can also designate others to receive these updates. The webpage (https://inside.southernct.edu/southernalert) has information on how to enroll. Please be sure to share with your students. While we introduce this during orientation and do our best to share this information, students receive so much information that they may have missed this important resource.

We hope students get off to a great start this semester that they will continue to build on over the next few weeks and carry through until the semester ends in May.

In this email you will find:

- Email from the President
- Week of Welcome Information
- Email from the Registrar's Office with important dates (sent last week as well)
- Email from IT regarding technology support
- Resources and Support

If our office could be of support, please feel free to reach out.

Sincerely,

Sal Rizza

Director of Orientation, Transition & Family Engagement

Dear Southern Community,

Greetings and welcome to the 2024 spring semester at Southern!

For our scholars, the spring semester promises new opportunities for growth, learning and collaboration. Our faculty members have prepared courses that will engage, challenge and inspire you, and our staff are committed to ensuring that you have a positive and enriching experience. Whether you are a returning student or joining our community for the first time, I encourage you to embrace the wealth of opportunities and resources available to you at Southern.

In that spirit, I want to pause and thank our hard-working faculty and staff for their persistent creativity and energetic support of our scholars. Because of your commitment to enroll, retain, persist and graduate students, spring enrollment is up and we are halfway to our goal of 5% enrollment growth in 2024. Everything is possible!

On the heels of receiving a $3.2 million National Science Foundation grant this fall to support STEM diversity, I am proud to announce that Southern's CARE program was recently renewed for another five years by the Centers for Disease Control to administer Racial and Ethnic Approaches to Community Health (REACH), a chronic disease prevention grant. Southern's impact on the community is indeed impactful and wide-reaching and our momentum shows no signs of slowing.

As such, this semester promises to be an exciting one. Our student activities team has coordinated a robust Week of Welcome, full of opportunities to meet fellow Owls and learn about different organizations and departments at Southern. On Thurs., Feb. 1., we will honor the life and teachings of the Rev. Martin Luther King Jr. featuring a keynote by Dr. Jamila Lyiscott, an award-winning community-engaged scholar, and an interactive open mic session for students to share their prepared poetry and prose.

More exciting events will be announced in the coming weeks, including our annual distinguished lecturer, so be sure to check your campus emails, follow Southern on social media and check in often with our university calendar.

I wish you all a wonderful start to the year and I look forward to seeing you on campus.

Welcome back, Owls!

Dr. Dwayne Smith
Interim President

Dr. Dwayne Smith
Interim President
501 Crescent Street EN A211
New Haven, CT 06515-1355
Tel:203-392-5250
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Southern Connecticut
State University
SCSU

The week of welcome is a week filled with events to welcome students back to campus!

Please encourage your students to participate in some of the wonderful opportunities to engage with other students and the campus community. This is a great way for students to get involved, network, and make friends.

To see the complete list of WOW events, visit the Week of Welcome website - https://go.southernct.edu/wow/.

Email from the Registrar's Office

Happy New Year! Southern's Spring 2024 semester is here. We would like to share some important information and deadlines with you:

Important Deadlines

As a reminder, you may also view, search, or subscribe to the full academic calendar here: https://calendar.southernct.edu/	
Tuesday, January 16th	Last day for full-time students to withdraw during 100% refund period
Wednesday, January 17th	Spring classes begin
Tuesday, January 23rd	Last day for full-time students to withdraw during 90% refund period
Tuesday, January 23rd	Last day to add/drop classes (How To Add/Drop Video 33secs)

Tuesday, January 23rd	Last day for part-time students to withdraw during 100% refund period
Tuesday, January 30th	Last day to withdraw during 60% refund period
Tuesday, February 13th	Last day to withdraw during 40% refund period
Tuesday, April 9th	Last day to withdraw from full-term classes or the university and receive "W" grades

Attendance

Weekly participation in all classes is expected regardless of the meeting schedule or delivery method (online, hybrid, or on ground). It is critically important that your instructor can confirm your participation at the beginning of the semester as we work to finalize your registration and financial aid awards. If you are not certain that one of these has taken place for each of your classes, please email your instructor to confirm your participation so they can record your attendance for us:

- Attendance in a class where there is an opportunity for direct interaction with your instructor
- Submission of an academic assignment
- Completion of an exam, interactive tutorial, or participation in computer-assisted instruction
- Attendance in a study group that is assigned by the instructor
- Participation in an online discussion about academic matters
- Contact with your instructor to ask a question about the academic subject studied in the course

Students are billed for all registered courses on their schedule, so even if you have not participated in a course, you may be billed if you have not dropped the course from your schedule during the refund periods noted above.

Registrar's Office

Southern Connecticut State University

Hours: Monday - Friday 8 a.m. to 4:30 p.m.
Tel: 203-392-5301

Email: Registrar@SouthernCT.edu

Web: OneStop.SouthernCT.edu

Academic Calendar   Registration   Live Chat   Graduation FAQs

Email from IT regarding technology support-

Owls,

We are excited to have you join us this semester! Please take a moment to find a helpful list of some of our popular technology offerings, online services, and resources that will be helpful on your path to success!

To make it easier to find what you're looking for, here is a numbered list of the topics that are covered on this page:

1. **IT Help Desk Support**
2. **SCSU IT Help Desk A.I. Chatbot**
3. **MySCSU (My Apps)**
4. **Email on Your Phone**
5. **Password Information**
6. **Campus WiFi**
7. **Printing on Campus**
8. **Computer Labs & Laptop Docking Stations**
9. **Microsoft Teams**
10. **Blackboard Learn 9 and Collaborate Ultra**
11. **SCSU Mobile App**
12. **Free and Discounted Software**
13. **Classrooms with Remote Learning Capabilities**
14. **Apporto Virtual Applications - Remote Access to Software**
15. **Phishing Alert**

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1. **IT Help Desk Support**

The IT Help Desk is here to help if you need assistance with your SouthernCT.edu account, Microsoft Teams, Microsoft OneDrive, Blackboard Learn 9, and more!

Call: 203-392-5123 (Available 24/7)

Email: **HelpDesk@SouthernCT.edu**

Chat: **https://HelpDesk.southernct.edu/**

Walk-in Support: Buley Library 1st Floor and Buley Library 4th Floor

- Monday – Thursday: 7:30am - 9:00pm

- Friday: 7:30am - 4:30pm
- Saturday: 9:00am - 4:00pm

Reference the **Buley Library Hours/Calendar** for updated hours of operation. Walk-In support hours are limited to the building hours of operation.

2. **SCSU IT Help Desk A.I. Chatbot**

The new A.I. chatbot for the Department of Information Technology at Southern Connecticut State University is now available to assist students, faculty, staff, and guests with a variety of technical questions. Designed to generate responses and resolutions, the A.I. Chatbot provides users with self-service solutions to questions related to MFA setup, MyApps/Banner/Outlook, wireless access, printing, and so much more. This modern-day resource offers users a real-time and self-serviced way for troubleshooting technical issues and quick immediate answers. With usage and time, this A.I. Chatbot will only get better. Visit our SCSU IT Help Desk website to try it.

3. **MySCSU (My Apps)**

MySCSU is where you can access Banner Web, Email, Blackboard Learn 9, Microsoft Teams, Word Online, and much more! Use any web browser to visit **http://login.southernct.edu/**, then use your full SouthernCT.edu email address and password to login.

These video tutorials will show you how to access some of the commonly used services, as well as the main portal itself:

- **MyApps Portal**
- **Outlook Web app (OWA)**
- **Teams**
- **OneDrive**

4. **Email on Your Phone**

To add your SouthernCT.edu email account to your smartphone or tablet, see our tutorials below:

- Apple iOS **VIDEO PDF**
- Android **VIDEO PDF**

For further information and training resources on SCSU email, visit our **IT Help Desk article**.

5. **Password Information**

All Southern Connecticut State University students, faculty, and staff are issued University accounts, which can be used to access most technology resources by logging into the MySCSU web portal, hosted by Microsoft's MyApps service.

After logging in, you will be prompted to set up Multifactor Authentication (MFA), which is a security feature used to protect your account.

We advise that after logging in, you reset your default password to one of your choosing.

For more information and instructional guides on these processes, **click here**.

6. **Campus WiFi**

Eduroam is the official wireless network for your personal devices (cell phone, laptop, etc.). As a global federation, the "eduroam" network will provide you wireless access at **any participating institution**. There are over 50 different participating locations in the New England area and almost 1,000 participating locations in the United States.

To get connected, simply join the eduroam wireless network with your full SouthernCT.edu email address and password. More info can be found on our **help desk site.**

Our wireless network continues to grow! Here is list of our outdoor wireless locations:

- Academic Quad (Engleman, Buley, Earl, & Adanti Student Center)
- Academic Science Building Quad (ASL & Jennings)
- Connecticut Hall (main entrance)
- Engleman Hall (C wing bus stop)
- Engleman Hall (rear D wing walkway)
- Jess Dow Field (including the concession stand area)
- Lyman Center (main entrance)
- Moore Field House (bus stop)
- Morrill Hall (rear walkway)
- North Campus (main entrance)
- Parking Lot P-1 (Davis)
- Parking Lot P-12 & P12B (TE8)
- Parking Lot P-2 (located between Buley, Engleman, Jennings & ASL)
- Residence Hall Quad (Farnham, Wilkinson & Chase)
- Residence Hall Quad (West, Hickerson & Neff)

7. **Printing on Campus**

Southern CT State University provides high speed, high volume, multifunction print services at a cost per page. Printing devices are available in open access areas and provide print, copy, and scan features at every location. The cost per page will be charged against your **Hoot Loot balance**.

To view current locations, features, and instructional guides, **click here**.

8. **Computer Labs & Laptop Docking Stations**

The IT department manages several public and departmental computer labs, containing both Windows and Mac computers. The main public labs are located on the first floor of the Buley Library. To view current locations, **click here**.

Buley Library computer labs are now equipped with workstations to connect your laptop to a separate monitor in order to provide a larger screen to work on, while staying connected to your own device!

Simply plug in, adjust your screen settings if needed, and begin to work.

Click here to view current locations and specifications for what connection cables are available.

9. **Microsoft Teams**

Microsoft Teams provides students with a variety of tools for collaborating, communicating, and learning. Your customizable space includes features such individual instant-messaging, group chat, video or audio calls, screen sharing, file sharing, scheduling voice/video meetings, and more! Access it through **MySCSU** or install it as a desktop application or smartphone app.

If your professor sends you a link to join a Teams Meeting, click on "Join Microsoft Teams Meeting" in your meeting invite to be taken to a page where you can choose to either join on the web or download the desktop app. If you already have the Teams app, the meeting will open there automatically.

Check out our **Help Desk article** for more information.

10. **Blackboard Learn 9 and Collaborate Ultra**

Blackboard Learn 9 is SCSU's Learning Management System (LMS). You will use Blackboard Learn 9 to access and participate in certain courses, complete assessments, engage in discussions, join Collaborate sessions, view your assignment grades, and more. To check out some helpful walkthroughs, please log into Blackboard Learn 9 (through **MySCSU**) and click the "Tutorials" tab.

Blackboard Collaborate Ultra is a synchronous communication and video conferencing solution that is integrated with Blackboard Learn 9 without the needing to install any additional software. Browse through **Blackboard's "Get Started" article** for more information on Collaborate Ultra and how to use it.

11. **SCSU Mobile App**

The official mobile app for Southern Connecticut State University puts many popular services at your fingertips. **Learn more here.**

12. **Free and Discounted Software**

The Microsoft Office Suite (Word, PowerPoint, Excel) can be downloaded on up to 5 computers for free by logging into **Office.com** with your SouthernCT.edu email and password and then clicking on "Install Office". Other software packages like Windows 10 for Education and Sticky Password (password manager tool) are available at a reduced price by creating an account with **OnTheHub**.

Microsoft Azure Dev Tools for Teaching is another no cost option that allows students, faculty, and staff to install Microsoft software on personal devices for instructional purposes. Click the link above to view the current software offerings.

13. **Classrooms with Remote Learning Capabilities**

Many classrooms at SCSU are outfitted with our Classroom Plus standard, allowing the instructor to teach from the classroom with the option for Video Teleconferencing (VTC). This enables students to interact remotely with the instructor and course materials. Each Classroom Plus space will have a lecture capture system with a camera and multiple presets. To see if you are enrolled or will be teaching in a Classroom Plus space, please check your course schedule details in BannerWeb. For more details regarding these classrooms, please visit: **https://inside.southernct.edu/online-learning/hyflex**

14. **Apporto Virtual Applications - Remote Access to Software**

Apporto allows students, faculty and staff to remotely access select applications, using a web browser, that are normally only available on campus lab and classroom computers. This software includes, but is not limited to:

- IBM SPSS
- ArcGIS
- MS Office
- Studio One 5
- Octave

For further information and tutorials, see **Apporto Virtual Applications**.

15. **Phishing Alert**

Scammers are constantly creating new types of fraudulent messages to trick users. As a member of the Southern community, we ask for you to be a responsible steward of your account. Our best defense against these kinds of attacks is you! If you have difficulties identifying if a message is a phishing attempt, please reach out to the Help Desk.

Please note: The IT department will **never** ask you to relay your personal information in text or ask for access to your account.

For more information on Spam, Phishing, and Junk click here.

Thanks for reading!

SCSU IT Department

Resources and Information For Parents and Families

Please also consider the following resources:

Resources

We would also like to provide a number of links which have really good information that answers many of the questions you may have.

Helpful Links- https://inside.southernct.edu/parent-family/helpful-links , these are a number of helpful links that we have gathered specifically for parents/families that will be helpful now and in the future.

Resources- https://inside.southernct.edu/inside-southern, these is another general page filled with links that may be helpful!

Residence Life- https://inside.southernct.edu/residence-life, with so many questions regarding residence life, this may be a great place to find information!

Advising- https://inside.southernct.edu/advising, information regarding academic advising.

Resources

Helpful Links- https://inside.southernct.edu/parent-family/helpful-links , these are a number of helpful links that we have gathered specifically for parents/families that will be helpful now and in the future.

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Advising- https://inside.southernct.edu/advising, information regarding academic advising.

University Calendar- **https://calendar.southernct.edu/**

Academic Calendar- **https://catalog.southernct.edu/undergraduate/academic-calendar.html?fbclid=IwAR1sTtbXODwnV3QixzKk4KcsMw4rMXo2c4VasAlAndGGQewphMqSK3TnCNs**