

Information Technology Services NEWSLETTER

Welcome to the latest ITS Newsletter. This issue includes a recap of recent technology projects, updates on initiatives currently in progress, information about new and upcoming reports, and links to helpful technology resources and policies.

Our goal is to keep the SWOSU community informed about the work being done to support students, faculty, and staff while providing resources that help you make the most of campus technology services.

If you have any questions, please reach out to [ITS Helpdesk](#) or submit a [Helpdesk Ticket](#). We are always happy to help!

Technology Changes in Progress

Sponsored Account Deployment

Beginning **July 13, 2026** SWOSU ITS will implement Sponsored Accounts in lieu of Guest Accounts to improve security and ensure FERPA compliance.

- **Faculty:** Use your GoSWOSU login

- **Guests:** Instructor login, personal device, or [Request Sponsored Account](#)

For Clarification:

- **Guest Account:** Temporary access for non-SWOSU users without a sponsor. No computer login required. (Being removed)
- **Sponsored Account:** Temporary access requested by a SWOSU employee. The sponsor is responsible, and ITS provides login access.

Apple Domain Capture

Beginning **July 13, 2026**, Apple will start a Domain Capture process to identify existing personal Apple IDs using SWOSU email addresses and prompt users to update them. **If you currently use your SWOSU email for a personal Apple ID, you should update it to a personal email before this date to avoid potential access issues.** This change helps protect university data and ensures proper account management.

Wi-Fi Network Update

Starting **July 27, 2026** please use the Wi-Fi network that best matches your role:

- **Staff & Faculty:** Staff Wi-Fi
- **Students:** Student Wi-Fi
- **Dorm Guest:** Connect to the Residence Hall Wi-Fi network assigned to the specific dorm you are visiting.
 - **SWOSU_Guest Wi-Fi will be unavailable for dorm usage**

Call us
580.774.7070

ITS Tickets Resolved
4,546
YTD

NEW
[Comprehensive Computer Lab List](#)

Quick Links

- [Service Catalog](#)
- [Knowledge Base Articles](#)
- [ITS Policies](#)



Supporting Department Moves & Keeping the Directory Up to Date



This summer ITS supported the relocation of Pharmacy to the new Hodge Building and Allied Health to the CPP Building by assisting with technology needs to help ensure a smooth transition for faculty and staff.

As departments adjust to their new spaces, please check the **Campus Directory** for the most up-to-date office locations and contact information.

Reminder: Requests for directory changes, including position/title updates, office location changes, or other employee information, must be submitted through Human Resources.



Important Reminder: SWOSU is a Microsoft-based campus, and ITS supports Microsoft 365 tools like Teams, Outlook, and OneDrive for communication and collaboration.

SWOSU ITS: Tech Support Chronicles



Timing is Everything!

Please allow for a few months of lead time for projects, as we currently have several projects underway and are already planning for initiatives scheduled for November.

Etrieve & Argos Updates

Etrieve Update Highlights

Users may have noticed recent updates to Etrieve designed to improve efficiency:

- **Workflow at a glance:** View a form's workflow history on the right side without opening it, making it easy to see where it is in the process.
- **Drag-and-drop attachments:** Upload documents by dragging and dropping files (up to 10MB), eliminating the need to search through folders.

These updates help streamline form tracking and document uploads for a smoother experience.

New Argos Reports Now Available

Based on feedback from recent touch base meetings with department chairs, two new Argos reports have been developed to support student success and retention efforts.

Low Grade Notice Report

The **Low Grade Notice Report** is designed to help advisors intervene early. This report is **emailed directly to a student's primary advisor** and highlights low early-term grades that have been submitted.

- Runs during the **3rd week of summer** and the **5th week** of fall and spring
- Supports early outreach and retention efforts

Class Roster Report

The **Class Roster Report** provides faculty with a detailed roster for each course section. It now includes:

- A **Concurrent column** (marked "HS") to identify high school concurrent students
- **Student classification**, helping highlight freshman populations
- Runs the **10th class day** each semester and **monthly on the last day**

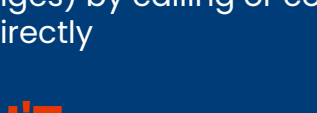
This report gives faculty better visibility into their students, especially concurrent and freshman groups, allowing for more targeted support and improved retention outcomes.



DID YOU KNOW?

- You can change your own password by clicking [here](#).
- You can log into your eligible SWOSU employee Dell device using fingerprint, pin code, or facial recognition by submitting the [Dell Biometric Login Setup Request](#).
- You can report phishing emails in **New Outlook**: Click "Report Phishing" (in the toolbar/ribbon) or **Classic Outlook**: Click "Report Message".
- ITS hosts a monthly **Colleague & Argos Focus Group** every 4th Tuesday via Teams to keep users up to date and assist with user needs. Email our [Project Manager](#) for a Calendar Invite.
- Did you know ITS uses **Microsoft Intune & Autopilot**? It automatically sets up new devices with the apps, settings, and security staff need, just by signing in. This means less setup time and a faster, consistent experience so staff can get to work right away.

ITS Security



DO's

- **DO** use strong, unique passwords (or a password manager)
- **DO** lock your screen when you step away
- **DO** verify requests (especially for passwords, money, or account changes) by calling or contacting ITS directly

DON'Ts

- **DON'T** share your password with anyone (including IT staff)
- **DON'T** click unknown links or open unexpected attachments
- **DON'T** reuse passwords across multiple systems

SWOSU Strengthens Efforts to Prevent Student Fraud



SWOSU is actively working to combat fraudulent students who attend classes using false identification to obtain financial aid. If you suspect fraudulent activity, please contact IDVerify@swosu.edu or the SWOSU Admissions Office at 580.774.3782 immediately.

Never hesitate to verify a student's identity using their SWOSU ID card or government-issued photo ID. Verifying identity before releasing student information is required under FERPA and helps protect both our students and the university.

ITS in Action: Representing SWOSU at Ellucian Live and CoIT

Dian Ray and Shamus Moore, in partnership with NWOSU and NSU, presented at Ellucian Live on how small state institutions collaborate to maximize limited resources and strengthen technology services. The session also highlighted the Oklahoma Council on Information Technology (CoIT), where leaders from all 25 public higher education institutions meet monthly to address shared challenges, share best practices, and shape statewide technology policy and procedures. The presentation provided a practical, replicable framework that other states can adopt to build similar collaborative networks.

The ITS team also delivered three presentations at CoIT, covering strategic Microsoft Intune management for diverse campus devices, SWOSU's successful Colleague ERP infrastructure upgrade and migration, and a practical approach to achieving GLBA Safeguards Rule compliance using existing institutional resources.

Through these presentations, SWOSU shared practical solutions and lessons learned while contributing to the advancement of technology services across Oklahoma higher education.



Pictured Above: Dian Ray & Shamus Moore presenting at Ellucian Live 2026 with NWOSU and NSU.



Pictured Above (Left to Right): Alex Kluckner, Justin Tate, Cody Dirickson & Tim Wills Presenting at CoIT 2026.



ITS Tip: Have you tried turning it off and on again? (Still our #1 troubleshooting strategy)

Updated Service Request Forms, KBAs & Frequently Used Links

Project Request

To request and schedule assistance with Department Moves, Network Installations, Software Implementations, Classroom or Device Modifications, and other technology-related projects, please submit a [Project Request Form](#).

Technology Equipment Quote Request Form

Planning to purchase technology equipment? Submit the [Technology Equipment Quote Request](#) to receive pricing for laptops, desktops, tablets, monitors, and other IT-related hardware.

Check ITS System Status

Having trouble with an IT system? Use our [How to Check System Status](#) knowledge base article to quickly determine whether the issue is affecting just you or the system as a whole.

Software Install Request

Need Software Installed? The software must be one that is not brand new to the SWOSU, has been vetted by the ITS security team, and can be found in the [Software Inventory List](#). For new software, please fill out the [Software Request Form](#) in Etrieve.

Vendor/Volunteer Approval Request

Individuals who are not current employees or students and need access to GoSWOSU must submit a [Volunteer/Vendor Request](#) in Etrieve. This includes vendors, volunteers, accreditation team members, and other approved external users requiring access.

Printer Recommendations

Looking to replace your printer? Please review the [Printer Recommendations](#) KBA to ensure all state contract requirements are met.



Important Reminder: Backing up your files to OneDrive keeps them safe if your device is lost, damaged, or replaced. It also keeps all your files in one place, so you can easily access and recover them from anywhere.

Need Technology Assistance? Contact the Right Team

To help us serve you more efficiently, please contact the team that best fits your technology needs.

- **Information Technology Services (ITS) Helpdesk**
 - Employee devices, printers, Wi-Fi, network connections, accounts, software, access points, and computer labs

STF 246 | 580.774.7070 | Helpdesk@swosu.edu

Learn more: [SWOSU ITS](#)

- **Academic Technology**
 - Classroom technology, including Newline displays, projectors, instructional computers, and AV support

PAR 226 | 580.774.9292 | class@swosu.edu

- **Center for Excellence in Teaching & Learning (CETL)**
 - Canvas LMS, Turnitin, Respondus, distance education, and teaching/learning tools

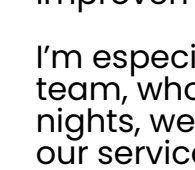
STF 127 | 580.774.3149 | distance@swosu.edu

Learn more: [SWOSU CETL](#)

Not sure who to contact? Start with the ITS Helpdesk and we'll connect you to the right team.



A Word from the Director



As we start a new academic year, I want to thank our administration, faculty, staff, and students for your continued support and partnership. We know each year brings both excitement and challenges, and we truly appreciate your patience as we work through system updates and new technology improvements across campus.

I'm especially grateful for our ITS team, whose hard work—often during nights, weekends, and breaks—keeps our services running for the campus community.

We look forward to the year ahead and are proud to serve SWOSU, wishing you a successful academic year.

Dian Ray
SWOSU Director of ITS

Thank you, SWOSU ITS

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