VALPO VIRAL

News and Updates from the Office of Information Technology

Summer Interns and Projects	Generative AI Presentation	New Ticketing Portal	Toner Recycling

WELCOME INTERNS AND SUMMER PROJECTS

For many across campus, summer can mean a time to relax and focus on getting organized for the next academic year and we can assure you that IT is in full swing!

Though our regular student staff has departed for the summer, we still have 5 students working with us to get a variety of projects done and we are thankful to have the opportunity to work along side them.

Please help us welcome: Lilu Smith, Santiago Morales, Emmalee Hoot, Jayden Jude and Timmy Benz, who will be here this summer to offer their support and further develop their professional skills with our office. While Jayden and Timmy have worked for IT the last 2 academic years, this summer will allow them to work in new capacities and explore some new challenges. The other 3 student interns will be working on a variety of cross-departmental projects and tasks.

Some of the summer projects these amazing student will be working on include:
- Support during Focus- managing OneCards for new students, presentations and general support to new students and their guests
- Assisting the summer camps and conference program with OneCard and access needs
- Updating inventory across campus
- Reviewing and improving "how-to" and general help articles in Confluence to ensure our articles are up-to-date.
- Creating videos and other social media marketing items
- Document digitization
- IT Website updates and lots more...

Do you have a data entry or IT related task that you could use help with? Contact Jessica.Wilson2@valpo.edu and she will see if there is an intern available to assist.

Generative AI Presentation

On April 18th, SEAC hosted a Lunch & Learn featuring the topic, Leveraging AI for Daily Work and was presented by IT's very own, Shelby Topping.

The session included a hands-on demonstration of generative AI to help participants consider how it may be used to enhance daily tasks. The group worked together to adjust prompts in ChatGPT to generate a list of dynamic student activities for the Access College.

Participants also saw the Meet app in action as it used generative AI to create, cancel, and edit calendar appointments. The workshop wrapped up with a conversation evaluating the strengths and limitations of generative AI.

Back in the office attendees applied their knowledge to build an itinerary for a campus guest, develop a training plan, and learn Excel's concatenate function with the assistance of generative AI. Thank you, SEAC, for hosting this interactive learning opportunity.

Did You Know- New Ticket Portal

Need help from the Office of the Registrar, CITAL, or IT? You can put in a "ticket" on through our online portal! Just visit the link below and click the department you need help from! (Spoiler alert: More departments maybe joining soon!)

https://valpoedu.atlassian.net/servicedesk/customer/portals

Toner Recycling

The Help Desk receives a great deal of toner from all over campus for us to recycle so we would like to ask for your help in making this process as easy as possible.

A third party picks up our recycling and asks for all toner to be unwrapped so we only need the toner cartridge itself. Please do not repack the toner and seal it shut in it's original box. It makes it challenging to keep track of what is new and what is old and we will have to break it all down anyway. Whenever possible, please just provide the Help Desk with the toner cartridges.

Tips from Tech Support

We get really busy in the summer with office moves and other projects, plus many of us take vacation days. Please put in a ticket instead of calling us or emailing us directly. The Help Desk will get the ticket to the correct person and we will be there ASAP. We promise!

-All of Tech Support