



UNIVERSITY OF GEORGIA

Enterprise Information Technology Services

Technology News for May 2025

Top News

QuestionPro Survey Research Tool Now Available: QuestionPro is the new enterprise survey research tool available to students, faculty, and staff free of charge. This platform includes tools for the creation, distribution, and analysis of surveys, along with tablet-based mobile research and data visualization. QuestionPro was launched for campus use by faculty and staff on March 17, 2025. The final QuestionPro training and migration workshop for the spring will be held on May 22, 2025. To register for this session or view previous session recordings, visit https://eits.uga.edu/about/initiatives/survey_tool/migrationworkshops/. For more information about QuestionPro, visit questionpro.uga.edu or contact surveytools@uga.edu.

Qualtrics Cost-Sharing Program Planning Underway: All current faculty and staff will continue to have access to Qualtrics through December 2025, but only departments participating in the cost-sharing program will retain access in January 2026. Units were asked to opt in to the Qualtrics cost-sharing program by May 1, 2025. Starting in May, cost-sharing program participants will receive recommendations for survey clean-ups, while all other users will receive information about transitioning to alternative tools. Starting in January 2026, Qualtrics access will be limited to cost-sharing program participants, and UGA Single Sign-On will be required. For more information, contact surveytools@uga.edu.

Google's Gemini and Notebook LM Available in June: Beginning June 1, UGA students, faculty, and staff will be able to access two new AI tools from Google. Gemini is Google's AI chatbot, designed to analyze and generate text, code, audio, image, and video. NotebookLM is a research and note-taking assistant that generates source-grounded responses based on uploaded materials and can also create reports and podcasts to summarize the content. Both tools are securely integrated within UGA's Google Workspace environment, offering enhanced data protection compared to personal Google accounts. For more information, visit <https://eits.uga.edu/stories/NotbookLMandGoogleGemimi/> or contact Justin Sackett at justin.sackett@uga.edu.

Mission Critical Systems Inventory Begins Soon: The University System of Georgia (USG) requires an inventory of "Mission-Critical" systems every fiscal year. The inventory process requires the assistance of UGA's Departmental Network Liaisons (DNLs) in reviewing and identifying critical systems by marking them correctly in the IP Management System (proteus.uga.edu). The USG IT handbook defines a Mission-Critical system as "a system which contains confidential or sensitive data" or "serves a critical and necessary function for daily operations." If you are a DNL, please review systems in Proteus to ensure you have accurate information. Please keep in mind any new systems you may have implemented or decommissioned in the past year. Please appropriately document those changes in Proteus. You must complete this process by June 9, 2025. For more information, contact Ben Myers at bmyers@uga.edu.

Upcoming Dates:

- May 6: Retiree Account Review Began
- May 7: MyID Deactivation Notices Sent to Graduating Students
- May 8-9: Commencement
- May 12: Spring Grades Due
- May 13: Maymester and Extended Summer Session Classes Begin
- Mission Critical System Inventory Begins
- May 13-14: Summer Drop/Add
- May 19: Summer Help Desk Hours Begin
- May 22: QuestionPro Training and Migration Session #3
- New Student Orientation Begins
- May 26: Memorial Day Holiday

IT Services in Action

MyID Deactivation Notices for Graduating Students: To ensure the continued security of the UGA network and prevent unauthorized access, EITS regularly disables accounts of students who have left the university. Student MyID accounts will be disabled approximately one year after a student's last enrollment date at UGA. When these accounts are disabled, students lose access to many UGA IT services, including UGAMail. To raise awareness, EITS will send notices to all students eligible for graduation in the spring and summer 2025 semesters. Account owners will receive a notice on May 7, 2025, with additional communication being provided through social media and other methods. Please help us throughout this process by reminding

your graduating students that they will lose access to their MyID in a year and should establish a non-UGA email account to apply for jobs, graduate schools, or professional schools. For more information, visit https://eits.uga.edu/access_and_security/myid/myid_account_removal/.

Teams Phone Available for Campus Units: EITS is now offering Teams Phone, a cloud-based, next-generation phone system provided by Microsoft. Teams Phone allows UGA employees to communicate and collaborate anytime, anywhere, on any device. It integrates seamlessly with the Microsoft Teams application on laptops, tablets, or mobile devices, so that all calls, chats, calendar invites, and meetings can be accessed in one place. The current plan is to transition all phone lines off the legacy PBX and onto Teams Phone by March 2026. Departments that have not already scheduled their transition to Teams Phone are encouraged to use the following form to select a preferred month for the transition, <https://forms.office.com/r/ZV9nw3we4B>. EITS Telephone Services will do their best to accommodate the chosen month. Once the form is filled out, the onboarding request should also be completed, <https://uga.teamdynamix.com/TDClient/3190/eitsclientportal/Requests/ServiceDet?ID=54344>. Upon receiving the onboarding request, approximately six weeks prior to the port date, a large group meeting will be scheduled to address any concerns and answer any question. This does not affect AT&T Centrex/HVS users or phone lines outside of the Athens Area. For more information, contact Steven Duffee at sduffee@uga.edu.

Summer Help Desk Hours: The EITS Help Desk will operate on an amended schedule for UGA’s summer break. This new schedule will begin May 19, 2025, and be in effect until August 4, 2025. The hours are as follows:

- Sunday: 1:30 – 5:30 p.m.
- Monday – Friday: 7:30 a.m. – 5:30 p.m.
- Saturdays: CLOSED

The EITS Help Desk will continue to operate from 101 Cedar Street and can be reached by phone at 706-542-3106, by email at helpdesk@uga.edu or via our chat service at hd.support.uga.edu. For assistance outside of our operating hours, please visit the EITS Knowledge Base at eitshelpdesk.uga.edu to access self-service tech tips.

Transition from Omni CMS to Kaptiv8 WordPress by End of 2025: In 2023, EITS announced the transition from Omni CMS (formerly OmniUpdate) to WordPress, with WordPress provided by Kaptiv8 as the new centrally supported hosting vendor. The transition began in early 2024, and all sites currently on Omni CMS must migrate to WordPress or another website hosting platform by the end of 2025. To learn more about options for transitioning to WordPress, visit <https://uga.teamdynamix.com/TDClient/3190/eitsclientportal/KB/ArticleDet?ID=158743>. For more information, contact David Crouch at dave@uga.edu.

Changes and Maintenance

Boyd Data Center Electrical Upgrade Slated for Summer: In addition to the Boyd Data Center UPS upgrades completed in 2024, which increased capacity from two 500 kVA systems to two 750 kVA systems, EITS is replacing outdated, lower-capacity electrical circuit breaker panel boards with new high-density panel boards. This upgrade will utilize the increased UPS capacity and better support the higher power demand in the data center. While there won't be any impact on the campus, some servers in the data center will temporarily lose backup power while we safely install new wiring and circuit breakers. The project is expected to kick off in summer 2025. For more information, contact Chris Fleming at cfleming@uga.edu.

Employee and Affiliate Clean-up Under Way: The automated clean-up process for employee and affiliate MyIDs begins this month. Employees and affiliates who have left the university but still have active accounts or UGAMail mailboxes will have their MyIDs marked for disablement and deletion. Employees and affiliate accounts included in the clean-up will receive two automated emails to their UGAMail address in May, alerting them that their accounts will be disabled and deleted soon. Accounts will be disabled in early June. This clean-up does not impact retirees or account holders attending UGA for a degree program. For questions, contact Kristi Wall at kristi.wall@uga.edu.

Retiree Account Review Starting May 6: UGA retirees can keep their MyID and UGAMail to access some UGA resources after retiring. Accounts inactive for a year or more will be deactivated to reduce IT security risks. Starting May 6, 2025, retirees with inactive accounts will receive notices and reminders before deactivation. To keep accounts active, retirees must log in to their UGAMail account by July 17, 2025. Inactive accounts will be deactivated on July 31, 2025. For more information, visit https://eits.uga.edu/access_and_security/myid/myid_account_removal/. For questions, contact Shannon Marable at Shannon.marable@uga.edu.

EITS Summer Systems Clean-ups to Begin This Summer: This summer, EITS will conduct various system clean-ups to ensure continued security and remove former users no longer associated with the university. The LinkedIn Learning clean-up will remove users from the system that are no longer associated with LinkedIn Learning. The Zoom student account reset is run annually to ensure that EITS can provide Zoom licenses to all active students in the fall. More information regarding these clean-ups will be available in June.

Fall Biannual Network Maintenance Scheduled for November 2, 2025: EITS plans to conduct its fall biannual network maintenance on Sunday, November 2, 2025. EITS conducts biannual network maintenance in the fall and spring each year to support the network and provide ample bandwidth and internet capacity to the university. The maintenance will result in intermittent outages of campus Internet access, telephone services, and various UGA

information systems, including Single Sign-On, UGA websites, and wireless networks. For more information, contact Rayid Tartir at rayid@uga.edu.

Tech Tips

2024 Fact Book now Available: The Fall 2024 UGA Fact Book is available on the Office of Institutional Research (OIR) website this month. This publication is an important part of UGA history with prior versions dating back to 1969. The UGA Fact Book provides admission information, enrollment trends, employment and financial metrics, and student outcome data. The current Fact Book and all previous versions are available to view on the OIR website at <https://oir.uga.edu/factbook/>.

EITS to Participate in 2025 Summer Orientation: This summer, EITS will participate in UGA’s Student Resources Fair at orientation sessions for first year and transfer students. At this event, we will answer questions and provide information to incoming students about campus technology as they begin their journey at the University of Georgia. In addition to speaking directly with students and their guests at orientation, we have a multitude of informational materials to help guide them, including the 2025-2026 Student Guide; promotional signage and cards for ArchPass, phishing, getting connected, the UGA Mobile App, software, tech lending; and instructions for guests at orientation on how to get connected to UGA Visitor Wi-Fi. For more information for new students, visit newtocampus.uga.edu.