



INFORMATION
TECHNOLOGY SERVICES
ST. CLOUD STATE UNIVERSITY

EMPLOYEE NEWS & INFORMATION

APRIL 2021

[ITS Newsletter Archives](#)

Information Technology Services' series of monthly emails to all employees aimed at improving communications with campus about tips, information, technology updates and services offered in ITS.

Seeking eSports Experts & Enthusiasts



eSports are ramping up at SCSU and we are looking for passionate people to help expand activities across campus. The new initiative includes planning for related academic minors and certificates, development of an eSports lounge in Halenbeck Hall and upgraded spaces in residential halls, an [eSports student organization](#) and upcoming eSports competitions. If you're interested, please contact esports@stcloudstate.edu to get involved.

Knowledge Base & Ticketing Transitions



ITS recently partnered with several areas on campus to transition the "Ask St. Cloud State" knowledge base and ticketing service, and the Ask HR ticketing service, to TeamDynamix. You can now find hundreds of answers to frequently asked questions in the [TeamDynamix Knowledge Base](#); and contact Human Resources, Student Services and ITS through the [TeamDynamix Service Catalog](#).

Online Tutoring Service Available for Students



Minnesota State purchased 15 hours of online tutoring service for each student through [tutor.com](https://www.tutor.com). Tutors are available 24/7 in [more than 40 subjects](#). Students can access this service by going to the D2L homepage, selecting the "Resources" drop-down menu and clicking "Tutor.com". Students can also request additional tutoring hours by contacting [University College](#).

Please share this resource with your students, and contact D2L@stcloudstate.edu if you have any questions about the service.

IT Partnership Highlight: Parent Portal

ITS is assisting Student Life and Development and University Communications with the launch of SCSU's new parent portal, Husky Family Hub. The team is working with a company called [CampusESP](#) that has helped build parent engagement platforms for over 100 colleges and universities.

The ESP Parent Portal will include key information and education for parents and families, addressing topics such as important dates, COVID updates, campus housing information; and offer practical information for student time management, homesickness, student engagement and career preparation.

The team anticipates launching the portal mid-April. Be on the lookout for more announcements to come soon! If you have any questions, please contact [Student Life and Development](#).

IT Security Tip: Prevent, Detect and Report Identify Theft



Identity theft happens when a criminal steals your personal information and uses that information to commit fraud. The stolen information is often used to apply for credit, file taxes, get medical services or request unemployment benefits.

For more information about how to prevent, detect and report identity theft, check out the [U.S. Government Services and Information website](#).

Contact [HuskyTech](#) for technical services, support and sales.



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a member of Minnesota State