

Frequently Asked Questions

Colleague inaccessible

General

- **What happened? What's affected?**
 - On February 25, we discovered suspicious activity within our computer network that affects Colleague and associated data.
 - Blackboard, email, telephone service, internet, shared drives and the campus security system are online and accessible. Blackboard and email can be accessed via the Quick Links menu on Triton's homepage.
- **Is this the same situation that affected us in early February?**
 - We have engaged cybersecurity experts to investigate the incident, including whether there is any connection to the suspicious activity detected in early February.
- **When will this be fixed?**
 - While we don't have a timetable for when this will be resolved, we are working with cybersecurity experts and authorities to conduct an independent investigation and restore access to Colleague.
 - We are actively evaluating steps to further improve our computer network security to minimize similar incidents in the future. We will keep the Triton community apprised of developments.
- **Is my personal information compromised?**
 - We are not presently aware of any evidence that any sensitive files or personal information have been accessed without authorization.
- **Are network drives backed up?**
 - Yes, network drives are backed up on a daily basis.

Students

- **When will I receive my financial aid refund?**
 - Disbursements have already taken place. Check with the Financial Aid office.
- **How do I register for summer classes?**
 - You can view a PDF of the summer schedule [here](#). You can register for classes by contacting the Call Center at (708) 456-0300, Ext. 3130, or visit the Welcome Center in B Building.

Employees

- **How do I complete budget transfers?**
 - All purchase orders, budget transfers, travel requests and budget-related activities should be completed via manual submissions. Contact Danielle Stephens by [email](#) or at Ext.3475 for paper forms. As a reminder, the deadline for entering approved requisitions and purchase orders has been extended to Thursday, March 7, 2019. The extension includes all purchase order requests that exceed the \$25,000 bid limit.
- **How do we record time and office hours?**
 - Until further notice, employees already tracking their hours should continue to do so via paper timesheet. This includes hourly, classified and work study. Keep track of your hours and time and submit them to your supervisor to sign and submit for

- processing. Timesheets have been provided to all supervisors. Contact Julie Nitts by [email](#) or at Ext. 3751 to request a timesheet, or pick up additional copies from Payroll.
- Please note: Payroll will not provide pay stubs for the March 1 pay period. Pay stubs for the March 1 pay period will be provided at a later date.
 - **What if there is a discrepancy this pay period?**
 - Employees who may be underpaid on the March 1 pay period will receive two disbursements, with one disbursed via standard distribution and one via physical paycheck if necessary, that can be collected from Payroll in P Building.
 - For employees who may have been overpaid for the March 1 pay period, Triton College considers that you have been paid in advance for future work you will perform, and this will be reconciled on a future paycheck.