

4-1-2011

The Wire

Eastern Kentucky University

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Recommended Citation

Eastern Kentucky University, "The Wire" (2011). *The Wire*. Paper 3.
http://encompass.eku.edu/upubs_wire/3

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Save the Date

IT Technology
Showcase
October 25

THE WIRE

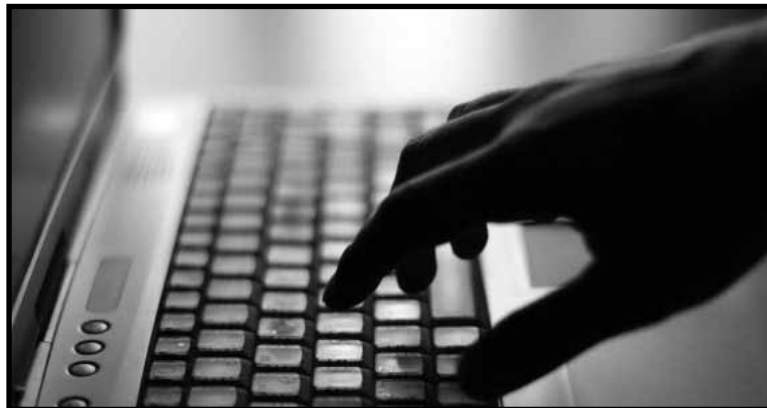
Spring 2011

Information Technology news at Eastern

New Staff Leased Computer Rollout

Goals of the Project

- * Provide secure computers for campus-wide safety
- * Decrease computer downtime for faculty and staff
- * Allow for proactive software and security updates
- * Promote access to clean and virus free software



IT currently supports and interacts with over 4000 computers on campus. Prior to the implementation of the Computer Rollout, each user was responsible for upgrading their software and programs. This method of software and computer management impacted the security of each computer, the data on each computer and the user's identity. Implementing a holistic strategy for managing a large fleet of computers is a proactive strategy to distribute software and updates and keeps campus computers running smoothly and safely.

"As technology changes, IT strives for continuing improvement," said Philip Gump, Project Administrator for the Computer Rollout. "The Help Desk will provide updates to the majority of programs that most people on campus use on a regular basis. This will drastically reduce the opportunity for a computer to become infected with

a virus or malware."

Currently, 70% of the IT Help Desk employee time is spent removing viruses and malware on faculty and staff computers. In 2010, IT made over 350 virus related housecalls on campus. In addition, 20-30 laptops were dropped off every week. The new program will allow the staff of the Help Desk to focus more time on academic computing tasks that will benefit faculty, staff, students and the University.

"One of the most important aspects of this program is providing new equipment to staff on a regular planned basis," said Margaret Lane, Director of Desktop Support. "So far, 400 computers have been distributed to staff in the program, with that many more being distributed in the next few months."



Help Desk Tips

- Is everything plugged in correctly?
- Have you rebooted the equipment?
- Have you waited a bit and tried again?

Summer Help Desk

Hours for walk-ins in Combs 209 are:
Monday-Friday 8:00AM-4:30PM

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- IT Showcase
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Information Services Featured Users

Enrollment is in the process of launching a new program for educators called Hobsons. This client relation management (CRM) system will provide tools for student recruitment, enrollment management, and student retention.

"IT, especially David Giri, has been really good about helping us understand what data was already available in the information services programs already in place like Banner, DegreeWorks, Discoverer and ECU Direct.



Matt Schumacher, Retention Analyst and Tricia Radford, Coordinator, Admissions Processing are the featured users of Information Services.

David helped us determine what data we needed to push to make Hobsons work. Hobsons is in place for current students, and will be in place soon for the recruitment of students," said Matt. "Hobsons will allow users to see what

communications have occurred with current or prospective students. Hobsons is a tool we are using to manage our content and make us more effective. We will be able to tell where a student is in the process of applying, touring campus, attending a spotlight event, etc." "It has been an absolute pleasure working with both Matt and Tricia!" said David Giri, Programmer Analyst.

"The majority of our information comes from Banner," said Tricia. "Hobsons is a centralized way to manage our student recruitment and retention programs. It should really cut down on our manual processes to provide several benefits. Our counselors will have more time to do what they do best, meeting with students face-to-face. It will also save us a lot and let us be more effective with marketing. Instead of doing mass mailings to everyone, we can specifically target potential student groupings to be more effective."

"We want to make sure we are using the program correctly. We would not be at this point without the assistance of IT," said Matt. "They have been able to shift responsibility to work on different components of each project. Before this project, I never put a face to a name before. I love working with IT, I feel that I am a part of the team. Together we decided to start small, and make sure our data is correct before the entire system is implemented. IT has been there every step of the way."

"We want faculty and staff to know Hobsons will be up and running through the summer and we welcome their participation with the fall class and bringing students into their major," said Tricia. "We want them to see the opportunities for communication with students and find ways to help each college communicate better with incoming students."

NOW Program

The ECU NOW Emergency Message Notifier is now available for download from the Q:drive. This enhancement to the emergency notification system is available for faculty and staff to install on their university-issued computer. "This program currently works only on the secure network at ECU and is available to faculty and staff at this time," said Michael Kasitz, Director of Emergency Preparedness. "We are working on expanding the program." For download and installation instructions, please visit: www.Emergency.ecu.edu

When an alert is issued from Public Safety, a message will overtake your computer screen, providing you with information about the event.



When the alert is received, it will be accompanied by an audible alert which sounds like a fog horn. You must acknowledge the screen in order to close it out. The pop-up screen will not cause you to lose any unsaved work.

Student Technology Labs Summer 2011

(Monday, May 16th thru Friday, August 5th)

Crabbe Library

Sunday closed
MTWR 7:30am – 9:00pm
Friday close at 4:30pm
Saturday closed

Student Services Building

Closed all summer.
Used only for New Student Orientation

Powell Technology Commons

MTWRF 9:00am – 5:00pm
Sat/Sun closed

Combs 230

Monday 11:00am – 1:00pm
TWR 11:00am – 3:00pm
Friday closed
Sat/Sun closed

Note: Hours posted on the lab door(s) always supersede this schedule.

Bits & Bytes about Information Technology



EKU iPhone App

The updated EKU iPhone application is now available on iTunes. Search for iEKU in the App Store. New features include the Shuttle Schedule, Dining, Athletics and a GPA Calculator. The app includes a GPS-enabled campus map, EKU News, IT News, EKU Photos, Power of Maroon on YouTube, and WEKU-fm.



Emergency Phones

In an effort to increase safety and security on campus, IT has installed 37 Emergency Telephones. In the next year, 21 additional phones will be installed in collaboration with Campus Police. These phones ring directly to Campus Police.

Resource 25

Resource 25 will go live May 9. The webviewer will be available for EKU faculty, staff and students to view on the EKU Calendars page. Resource 25 is scheduling software for all university facilities and outdoor spaces. This new software package will enhance transparency and ensure a coordinated effort when scheduling requests for space on campus. For more information contact Caelin Scott in Conferencing and Events.

Microsoft Office

Shop at the EKU Computer Store and get special pricing on Microsoft Office 2007 Professional or Microsoft Office:Mac 2008. Only **\$68.90** each



MICROSOFT Outlook 2010 Benefits

All new computers in the Rollout are equipped with Microsoft Office 2010 for PC's and 2011 for Macs. Listed below are some of the benefits of the new software.

- Group conversations/ignore conversations
- Easier calendar sharing, just Folder > Share calendar
- Send and receive folders to co-workers
- "Share" contact lists within a department
- Create a calendar "group"
- Access to social networking links from within contacts
- Easier access to tools with the new ribbon



EKU Direct

EKU Direct is receiving an upgrade. Same great services, but a new look.

Information Technology at Eastern Kentucky University
Presents the 4th Annual

INSTRUCTIONAL TECHNOLOGY Showcase

October 25th • 10:00 am - 3:00 pm
Keen Johnson Building

EKU Content Management System Update

Getting Ready for the Move

Some things you can do now even if you are not on the timeline for immediate migration to the new system:

- Identify your Content Creators
- Identify roles and responsibilities
- Think about a content approval process
- Audit your content for accuracy, grammar, spelling and punctuation
- Build your stories and have some stories "in the can"
- Think about your news and events cycle

It is all about Content

Writing content for the web can be a challenge for anyone and a particular challenge to those tasked with content contribution who are accustomed to writing for print in an academic environment.

Here are a few tips that can help:

- Know your audience**
- Review your content**
- Less is more**
- Write for your audience**
- Take an interest in analytics**



Visit webinstruction.eku.edu/news for training videos, faq's and more.

For more information about writing content:
webinstruction.eku.edu/IT-all-about-content

Common Knowledge...Uncommon Connections

Tips to help our students

Tech Commons, located in the Powell Building, is more than just a computer lab!

- Students can receive tutoring in over 25 different subjects.
- Students and faculty can checkout laptops, digital camcorders, and projectors.
- Smartboards and a projector are available in the lounge.
- Free Popcorn!

 [Facebook.com/C.K.Gurus](https://www.facebook.com/C.K.Gurus)

 **Common Knowledge**
Homework help!

Student Email & Battery Drain

If students are checking their email with their mobile device it could run down their battery. Here are a few tips to help that issue.

- Turn off push notifications: Applications that extensively rely on push notifications (such as instant messaging applications) may impact battery life. Note that this does not prevent new data from being received when the application is opened.
- Fetch new data less frequently: The more frequently email

or other data is fetched, the quicker your battery may drain.

- Turn off push mail: If you have a push mail account such as Yahoo!, MobileMe, or Microsoft Exchange, turn off push when you don't need it.
- Auto-check fewer email accounts: You can save power by checking fewer email accounts.

For more information visit:
<http://www.apple.com/batteries/iphone/html>

"The problem with quotes on the Internet is that it is hard to verify their authenticity" -
Abraham Lincoln

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