Over the summer, OIT has:

• Upgraded Blackboard. Page 2

• Increased network storage space for files (and will deliver increased e-mail space this fall) Pages 5 & 6

• Added a new Web video storage and delivery service called StateVids (think of it as ISYouTubel), especially for use by faculty and students to store and exchange and stream course-related videos. Page 3

• Expanded our computer support teams and added new tools to support you more easily, quickly, and efficiently. See page 4

• Added remote and preventive support capabilities for classrooms. Pages 4 & 6

• Added more card readers to large classrooms to assist faculty who want to take attendance in large classes, and piloted improved reporting capabilities. Page 3

• Read about these . . . and more . . . beginning on the next page!
Blackboard: New Features and Experience

Major changes associated with the upgrade in May 2014 include the following:

**New Look:** The login page, color schemes and placement of modules have changed.

**Profiles:** In the My Blackboard navigation area, faculty and students can now set up their profile. This is an area to post a picture and provide a brief bio.

**Full Screen Grading:** The assignment grading screen has a full screen mode to make it easier to add comments.

**Test Settings:** There are several new test settings. A) When multiple attempts are allowed, you can select which grade is used. B) Availability exceptions are allowed and easier to set up than the old adaptive release. C) Due dates can be enforced without having to remove the test from being displayed. D) Customize when and what type of feedback students see.

**Test Access Log:** When looking at a test attempt, there is a button to pull up an access log which displays the step-by-step activity of the student taking the exam.

**Grade Center:** Some features have returned to the grade center. A) The total points for a test can be adjusted, allowing for bonus points. B) Students’ grade view will default to the order of the instructor’s gradebook.

**Grade Schema:** Grade schemas can be set up to allow for higher than 100% on an item.

**Date Management:** Located under Course Tools, this allows for the adjustment of course dates from a single screen.

**Collaborate Rooms:** Collaborate has pre-built ‘rooms’ for meetings. Each course site will have a room for the class and for each instructor. Scheduled sessions can still be created.

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Multimedia Design and Research Programming Services (MDRPS)

Location Change

This unit (MDRPS, formerly CIRT) has been relocated from the basement of Normal Hall to the building formerly known as the University Club, which is between the northern end of the Science Building, Reeve Hall, and the Cunningham Memorial Library.

Just as a reminder, please note that MDRPS provides many different services to faculty for instruction and research. These can be found at: [http://indstate.edu/oit/about/mdrps.php](http://indstate.edu/oit/about/mdrps.php). Services include:

- Blackboard course banners
- Conference poster design
- Customer software for research and instruction (e.g. databases, Web pages with functionality such as search capability)
- Digital illustration for instruction and publication
- Design and production of events signage and promotional materials
- Graphic design
- Production of instructional and research video
- Large-format printing
StateVids
Statevids is a new Web video storage and delivery service for use in your classes, research, etc. Videos in StateVids can be embedded into platforms such as Blackboard, so that they are stored in a secure and managed environment, but can be viewed easily by students. From now on you won’t have to identify the best way to store and deliver this kind of content – you can just use Statevids. MDRPS will be sending out more information and instructions for use early in the fall semester. To get a quick look at the site, go to http://statevids.indstate.edu/.

Classroom Attendance
Two pilot studies addressing attendance-taking are continuing through the fall semester.

Large classrooms
Card readers have been installed in eight large classrooms (rooms with > 50 seats). These readers were tested and piloted last year, along with the reporting and data integration processes to process card swipe data into Blackboard. In fall semester, 24 faculty will use the readers to take attendance in about 60 – 65 class sections.

Other classrooms
In partnership with the Office of Registration and Records and OIT, eight – 10 faculty members will pilot a new Web-based attendance-taking capability in Banner. This is a new function delivered recently by the software vendor. We will use the fall pilot to assess satisfaction with the function’s capabilities and ease of use, and to identify whether we can use this new function for all attendance-taking (where faculty choose to take attendance), and for three-week attendance reporting.

Both of these initiatives will be evaluated for their impact as we go through the fall semester. The intent for both is to have positive impact on faculty workload, and to expand our ability to gather data to support student success initiatives.

Student Printers
Over the summer, all 28 student printers on campus were replaced with the newest version of Ricoh color printers. These new printers have greatly reduced warm-up times (from 30 to 9 seconds), so students will not have to wait so long when they request a print on a printer that has been idle. In the past, many students interpreted a long wait time as a problem with the printer, and would often leave the printer without printing at all, or go in search of another printer to use.

Also, OIT is improving our printer signage in these ways:
1) Better signage in buildings showing students where printers are located
2) Improvements to signage text, clearly identifying printers as student printers
3) At each printer, we have posted signs showing students the locations of printers that are the closest to that specific printer; with this information, if a printer is down or there is a line, students can easily identify the next best location to print
4) We have identified the start-up/warm-up time for students; even though it is now very short, we do not want them to think a printer is not working when it is just warming up

We hope these changes improve service to students and also reduce issues you are faced with when students have difficulty printing class assignments.
Improved Workstation Management and Problem Resolution Capabilities
OIT is implementing a desktop management solution called System Center Configuration Manager (SCCM) that is part of our current Microsoft toolset for support of computers running Windows. Essentially, SCCM provides a connection to each machine that OIT can use to manage the workstation, resolve problems, and distribute software.

SCCM was originally distributed to almost every computer on campus in the spring, and OIT used it to remotely distribute the Alertus emergency notification software that now provides emergency alerts. Over the summer, OIT conducted a pilot on over 200 computers in key administrative areas such as Financial Aid, wherein administrator access was removed from those computers, and SCCM was activated to distribute updates and provide access for remote troubleshooting. This new mode of operation prevents many of the problems that regularly plague users around campus, since without administrator rights viruses and malware are largely unable to infect a computer, wipe out data, corrupt files, or allow unauthorized access or theft of data. *When these features of SCCM are implemented, workstations are more stable and the entire computing environment is more secure.*

Remote Support Capabilities Will Decrease Problem Resolution Times

Right now, our support teams must make an appointment to come to your office and address a problem in many cases where a simple over-the-phone troubleshooting-and-resolution scenario isn’t enough. Using SCCM and a product called GoToAssist, our technicians are now able to address problems directly from the central support desk, rather than having to come to you. This will reduce the time it takes to correct many problems on your computer.

The process is simple: our technicians will ask if they can start a remote session; if you approve this verbally, a window will pop up on your computer asking for remote control to be granted; you will respond with approval; and then and only then will the technician see your desktop.

The technician can run programs or change settings on your workstation, all of which you will be able to see as it happens. Once the problem is resolved, the technician will relinquish control back to you, and won’t be able to see your desktop from that point forward (unless you both initiate another session for some reason).

Technicians can also remote in to see what steps a user is taking on his or her computer to do something. If you have ever made a call to a help desk, you know that sometimes you spend a fair amount of time going back and forth: “Did you click the button?” “What button?” “The blue one in the middle of the screen.” “I don’t see a blue button in the middle of the screen.” “What does it say at the top of your screen, then?” . . . We’ve all been there.

With GoToAssist, a technician can remote in to your computer (again, if you give the technician the right to do so), see what you can see, and help to walk you through the steps to do something. Quickly. Easily. And then the technician will relinquish control and you can both go back to what you were doing in much less time!
Network Changes Bring Greater Access to Wireless Network for Mobile Devices, Easier Guest Access

A new product from Cisco called Identify Service Engine (ISE) was installed over the summer. In the spring, we changed our approach to providing guest access: now, a visitor can be provided with a username (ISUVisitor), and a “password of the day” to access our wireless network. ISE will give us the capability to make additional changes this fall that will make the wireless environment even more accessible for everyone, while still maintaining an appropriate level of security.

Part of this is a name change. You might remember being told to “log onto the WPA.” What does WPA mean? I'm not sure WE know what WPA means! With ISE, like other organizations we are moving to an environment where the various networks for public and private access have clear names (ISU-GUEST/ISU-SECURE) that are obvious to regular users and guests, as well.

Unified Messaging Combines Voice/E-mail Messaging Capabilities

Over the summer OIT received approval to upgrade much of our telephone/voice system capabilities. This fall, we will begin deploying a set of tools that deliver unified messaging to faculty and staff.

Unified messaging refers to the kind of system that allows you to send your phone calls easily from your desk phone to your mobile phone, send your voice mails to your e-mail so you can easily see and access them wherever you are, and do other things that improve your flexibility and provide greater convenience. Everyone is more and more mobile, and the days of having a land line that stays on your desk and can be accessed only at your desk are past. We are moving on . . . beginning this fall!

Increased Storage for Your ISU Files

The space available for your storage of work files that are accessible only to you (on your home drive, or “the H: drive”) has been increased to 2 Gb per user (up from 200Mb per user). Please note: If you need more space, ask! Exceptional requirements for storage exceeding 2Gb in this directory for an individual user can be addressed by submitting a help desk ticket with information demonstrating a justification for more space. Also please note: Unless you are in the School of Music, “I need more space for iTunes” is not a valid justification for such an increase!

Also, departments can request additional space on their shared drive (“the L: drive”) as they need it. Such requests can be made by submitting a help desk ticket.

You Have More Space for Your Stuff . . . and Now You Can Easily Access It From Anywhere!!

Well, soon you can access it from anywhere . . . this one we are still working on. But we worked on it over the summer . . . . Some time during the fall semester, we will add a badge to the portal (MyISU) allowing you to access your home (H:) drive and your departmental (L:) drive from the Web. This type of access is often referred to as ‘cloud-based-storage’ and is a functionality many users desire. Look for more information on this capability in the coming months!
Okay, So You Have More Space for Your Files, But How About Your E-Mail?

E-mail. We live it, we breathe it, it drives all of our days. So how could we not have spent the summer working on improvements to our e-mail system? Well, we didn’t. Or maybe we should say, We did. Anyway, here’s what’s coming in the fall for Outlook as a result of our work over the summer:

1) Your mailbox space will be increased from 650Mb to . . . wait for it . . . 2Gb. This means you will call us less than half as much as you do now asking for more e-mail storage! (We think. Okay, maybe not.)

2) A centralized (network-based) e-mail archive will be available, which allows you to archive e-mail on the network, not on your hard drive. What does this mean? It means you can get to your e-mail archive (not just your primary mailbox) through Webmail. Greater mobility, greater flexibility. And you’ll have 5Gb of storage in this Web-available archive.

3) A feature called “Mail Tips” will be activated. MailTips will help to make your overall use of e-mail more efficient. For example, it will warn you if you are about to send a message to another campus user whose mailbox is full. (Of course, given point 1, that won’t ever happen again, right?)

4) The Webmail interface will be improved so that it performs more like the full Outlook client.

All of these improvements are due to an upgrade from Exchange 2007 to Exchange 2013. Look for more information about these coming improvements in the AA newsletter and on the OIT website during the fall!

Increased Remote and Proactive Support for Classrooms - Extron Global Viewer Enterprise (GVE)

Over the summer OIT began using a program called Extron Global Viewer Enterprise (GVE), which provides automatic monitoring of AV equipment installed in classrooms. GVE provides a “bird’s eye view” of AV equipment in rooms equipped with an Extron panel (black push button panel, usually on the podium). GVE will automatically alert OIT if certain predetermined conditions are met (e.g. a projector bulb that has 10% or less time left). This will allow OIT to prevent some issues before they cause a classroom outage. It will also allow a technician to remotely access the Extron panel to assist a user immediately when problems do occur, reducing the need to dispatch a technician and therefore reducing downtime in a classroom.

The system will monitor the 91 technology-enhanced classrooms reserved through the Office of Registration and Records, but more rooms will be added throughout the semester.

As always, if you need assistance in a classroom, please use the hotline phone attached to the side of the podium to directly connect to a technician.
OIT Help Desk Updates

**Increased Staffing.** OIT has increased the number of student technicians providing support for individual faculty and staff workstations. This team is now absorbing a majority of the standard break/fix work. Consultants (OIT staff) will continue to be responsible for individual colleges or departments, monitoring the support requests in each area and acting as backup support to the students as necessary. The Help Desk is most often the desirable first contact point for a question or problem, for initial troubleshooting or resolution by this team of experienced students (see section below).

**Student Employee Job Enrichment.** We have eliminated the “phone support only” role that characterized the Help Desk in the past. All students will now spend part of their time “in the field” and part of their time on the phone. The experience developed by working directly with customers on workstation fixes and changes, will give them a more in-depth and broader knowledge base that can be applied to their phone support role. We expect an improved percentage of first-contact resolution from this change, and better information on tickets that do get routed to other support personnel. The goal is to reduce turnaround time and effectiveness, and to improve the customer experience overall. It is also to ensure that every one of our student technicians has the best opportunity for an enriching job experience that will benefit them in their future job searches and career.

Sycamore eLearning Upgraded

The Department of Human Resources/Training and Development unit is proud to announce the arrival of the new 8.0 version of “Sycamore eLearning.” The most exciting addition to the system is full mobile compatibility that can be accessed from any tablet or smartphone. Also, a new look and formatting make it easier to navigate and use. One of the new features is a “one-search-for-all” function that finds all courses AND books simultaneously without leaving the homepage.

Why is this important to faculty? You might find certification courses for your students that are associated with or in addition to your curriculum and course materials. You might find ebooks that are *free to the students* that can be used as substitutes for other materials they might have to purchase. Or you might find resources that are valuable for your own professional development. Such additional courses or certifications may be put on the student’s co-curricular record and may be very beneficial to them at or after graduation.

Here are some additional new elements in the system:

**Quick Links:** you can stay on the Sycamore eLearning site, but take advantage of direct links to the HR Training Website, the ability to view your own learning transcripts showing the courses you’ve taken, get technical support, or link to the ISU Homepage.

**Recently Viewed:** shows you courses and books that you have viewed in previous searches

**See What’s New:** highlights popular courses and ISU-exclusive learning programs, and allows you to launch courses directly, just by selecting them.