

CTC HelpDesk News



Fort Hays State University

www.fhsu.edu/ctc/helpdesk/

December 2007

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Software Center Update: Adobe Products Now Available!

Don't miss this awesome opportunity!

As a result of our continuing efforts to provide low prices and easy access to software, select Adobe products have now been added to the items available through FHSU's Software Center. "We are excited to be able to provide Adobe products at great prices to FHSU students, faculty, and staff through our online Software Center," said Nancy Cunningham, CTC HelpDesk Supervisor. "We greatly appreciate the extra efforts CTC, Adobe, Software House International (SHI), and E-Academy staff have put forth in working together to make these products available for us!"

The following Adobe products are now available:*

- Adobe Acrobat 8.0 Professional
- Adobe CS3 Design Premium
- Adobe CS3 Design Standard
- Adobe CS3 Master Collection
- Adobe CS3 Web Standard
- Adobe Photoshop CS3 Extended
- Adobe Production CS3 Premium

* Please note that these products are available only through a STUDENT licensing agreement. As a promotional offer, however, Adobe has also made them **available to faculty and staff for a limited time only– until March 15, 2008.**

To view product information, prices, and system requirements for the products you are eligible to purchase, simply log in to the **Software Center** and then click on the SOFTWARE link.

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From Dave's Desk

Dr. David Schmidt, Computing and Telecommunications Center Director, provides an update on current activities at the CTC.

Degree Audit (Phase One) and TigerEnroll (Continuing Improvements)

There is a team of people who meet every Wednesday to work on reengineering administrative processes. This team includes the Registrar, the Director of the Virtual College, the Dean of the Graduate School, the Assistant Provost for Quality Management, the Director of Financial Assistance, the Director of the Academic Advising and Career Exploration Center, the Director of Fiscal Services, the Director of the CTC, the Manager of the New Development Group, the Assistant Director of Mainframe Systems, several programmer/analysts, and other staff from the groups listed as needed. This group, with the input of the Provost's Council and the V.P. of Administration and Finance, designed and deployed **TigerEnroll**, an on-line registration and enrollment system, last year and the first phase of the **Degree Audit** system, a system for tracking degree requirements, this fall.

Students whose transcripts have been reviewed by the Registrar's Office can now track progress towards completing their degrees online. Also, faculty advisors and other advisors can go online and print out degree summary information, allowing them to review remaining requirements with students. More enhancements will follow: BGS (Bachelor of General Studies) degree tracking, what-if planning (exploring other degree options), and Graduate School options. This is all a work in progress, but many Junior and Senior students are now accessing their Degree Audits on-line.

Campus Wireless (Wi-Fi) Network

FHSU has chosen the Mobile Teaching and Learning Project as one of the projects to report to the Kansas Board of Regents. To help make this project a reality, the CTC (and Physical Plant) created the wireless infrastructure. The idea was to build it and to test it before requiring students to bring tablets to campus. Building the infrastructure included deploying over 350 wireless access points across campus, setting up the login system (TigerNet, TigerNetStudent, and TigerNetGuest), configuring wireless clients for tablets, laptops, and SmartPhones, doing coverage surveys, monitoring the usage of the wireless system, integrating network security, and doing many other things behind the scenes.

Last year we conducted a baseline satisfaction survey, and this year we did a follow-up survey. We want to thank everyone who took the time to complete it. The goal of the survey is to measure levels of satisfaction with coverage, bandwidth, uptime, and ease of setup. We read the comments section to locate any problem areas, and then we work to improve service in those areas. As you might suspect, the number of wireless users has continued to increase. We are now seeing the number of concurrent wireless users reach its peak at over 700, a rather high number. Over 400 users completed the survey.

We know there are still areas that need improvement, but we are pleased that the percentile of overall satisfaction numbers went from 56% to 89% during this past year. Dan Pfeifer and his student employees (past and present) deserve a lot of the credit. Also, Jordan Munsch and Alvin Hearne have done almost all of the wiring and adding additional access points where needed. Derek Johnson deserves credit for setting up the three types of access (TigerNet, TigerNetStudent, and TigerNetGuest).

Emergency Notification System

In the wake of the disaster at Virginia Tech University, many Universities have reviewed their emergency notification processes and revised their emergency notification plans. FHSU has contracted with **Leader**

Technologies Incorporated to use their **Leader Alert** system to provide emergency notification. The **Leader Alert** system uses phone numbers and e-mail addresses to contact people in an emergency. It is only as effective as the quality of data contained in the system. To facilitate getting good data to the **Leader Alert** system, CTC programming staff members have provided a way for faculty, staff, and students to update their emergency contact information on the web. Users should login to **TigerTracks**, go to Online Services, and update their Emergency Contact information. Then the CTC will upload that information into the **Leader Alert** servers. We hope the campus will never have to use this system, but we want to be prepared in case of disaster. For more information, see **FHSU's Crisis Management Plan**.

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Introducing... New CTC Employees



Jeff Pape (*left*) is the Coordinator of Mediated Classrooms and supervises the faculty/staff Media Equipment Checkout service. He has been working for the CTC since August 2007.

Jordan Munsch (*right*) is a Telecommunications Network Service Technician. He began working for the CTC in May 2007.



Jeff Mayo (*Picture Not Available*) is a UNIX and Networking Administrator. He officially moved into this position in April 2007. Jeff had previously worked as a student employee of the CTC for several years, beginning in Fall 2001.

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Recent TigerTracks Improvements:

Enter your Emergency Contact Information! (Mandatory for Students)

Over the last several months, FHSU's TigerTracks portal has undergone several changes and additions, allowing students access to more information instantaneously, as well as making our campus a little more secure. With the adoption of an Emergency Notification plan by the FHSU Crisis Management team, FHSU students now have the ability to receive an immediate alert if a crisis situation arises. For this to take effect, **students must update their emergency contact information** (found by navigating to TigerTracks - Online Services tab - Personal Information - Contact Information). It is a **mandatory** update; students will not be able to view their grades at the end of the semester unless their contact information is entered. In addition, students must review their contact information each semester, to ensure that the emergency notification system maintains current information. Users should enter the telephone number and/or e-mail address that provides the best way to contact them while they are on campus. You may elect not to be notified by checking "I do not wish to be contacted in the event of a campus emergency", but are urged to participate. For more information, view **FHSU's Crisis Management Plan**.

My FHSU ID

Another recent addition to TigerTracks, located just below the Contact Information link, is **My FHSU ID**. This eight-digit ID number takes the place of a student's social security number as a unique identifier. It is a security measure taken to help a student's personal information stay private. The new number is displayed on new Tiger Cards distributed since July 2007, just above the person's name in the lower left section of the card.

Degree Requirements

The newest addition to TigerTracks is the **Degree Requirements** section (located on the Online Services tab, under Academics). This section contains two very useful tools, especially to upper classmen. The first

tool (**My Degree Summary**) allows students to see exactly what classes they have taken and what they have yet to take to complete their degree requirements. This tool, however, is only available to degree-seeking students who have completed their general education program, a minimum of 45 credit hours of upper division courses (300 level or above), and a minimum of 30 credit hours at FHSU. The degree summary will be updated at the end of the fall and spring semesters.

The Degree Summary displays a student's general education program, major(s), and minor(s) as separate fields in a user-friendly drop-down-list style. After clicking the "Hide/Show Detail" button on the general education program, all the subsections of the program are displayed (e.g. Foundation Studies, Humanities, Math, etc.) with another drop-down list under that subsection. This list shows classes the student has completed, classes the student is currently enrolled in, and all possible classes the student can take to fulfill the degree.

The second option under the Degree Requirements tab is the **All Degree Programs** tool, which, as the name depicts, shows details about every degree program Fort Hays State University has to offer. After selecting the desired degree and program and clicking the "Submit" button, a screen comes up that looks much like the degree summary list; the only difference is this one has no completed courses. It shows every class available for each section, and how many hours it takes for a student to complete that section. This tool is very useful for students who are still trying to decide what degree they wish to seek; it allows them to easily navigate the classes required for any degree.

These TigerTracks applications are aimed at making a student's digital life easier, more informative, and more secure. As our world continues to integrate computers into daily life, additional applications will continue to be produced. At first, these updates may seem confusing or hard to use, but as students become more familiar with the system, online computer life will become less complicated.

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Avoid Loss of Network Privileges: Know your copyright rules!

(This article is now available as a separate page in the **Computer Policies** section of our website.)

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HelpDesk Printing/Copying/Faxing/Sales to be Discontinued

Effective Dec. 31, 2007, the CTC HelpDesk will no longer provide printing, copying, or faxing services. These services are already available in **Forsyth Library** at the same prices.

The HelpDesk **will** continue to sponsor FHSU's online **Software Center** and provide scanning and on-site personal assistance at our customer workstation.

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Spotlight on a CTC Employee

A Dozen Questions for **Susan Bartlett, Directory Support/Programmer/Database Administrator.**

1. How long have you worked for the Computing and Telecommunications Center?

I started one year ago on October 24.

2. Hometown?

Hays, KS

3. What is your favorite hobby?

Growing roses; I have a huge rose garden in the backyard.



4. What CD is in your CD player?

Evanescence in the truck, *Dean Martin* at home, and classical at work.

5. Favorite Food or Place to eat?

Pizza from Papa Murphy's.

6. Most visited website (besides FHSU.edu)?

ars.org – American Rose Society

7. Cartoon Character?

Wolverine from the *X-Men*

8. Favorite TV show?

CSI – Las Vegas Unit

9. Actor and Actress?

John Wayne, Maureen O'Hara

10. Favorite Movie?

Enchanted April

11. Fun Fact?

I love to drive tanks and fire M-60s. (She used to be a tank mechanic and M-60 gunner in the military.)

12. Favorite Sport's Team?

Kansas City Chiefs

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Know your HelpDesk Staff

The Fort Hays State University Computing and Telecommunications Center HelpDesk staff is currently comprised of seven student consultants, one student supervisor, and one full-time supervisor (Nancy Cunningham). Located in Tomanek Hall 113, the CTC HelpDesk provides support for an ever-growing number of FHSU systems (e.g. TigerTracks, wireless networks, Blackboard, etc.).

Here are some brief introductions to help you get to know your CTC HelpDesk staff:

Nancy Cunningham lives in Ellis, KS and commutes to work each day. She enjoys helping students, faculty and staff at FHSU as well as working with her student employees. Her educational background comes from the FHSU School of Business. She chose FHSU because of the scholarships she was offered and the fact that, even back then, Fort Hays was the most affordable higher education facility in the area. Nancy was brought on to the FHSU staff to develop a helpdesk for supporting dial-up internet service in September 1996.

Paul Gaeddert, student supervisor, likes to eat pizza, spaghetti, and cheeseburgers. His favorite movies are *Superbad* and *Crash* and he enjoys listening to *The Killers*, *The Fray* and *Paramore*. He has been a member of the HelpDesk staff since August 2006 and is currently a Junior. Paul chose to attend FHSU because it is a technology-driven university. He plans to live in Denver, CO after receiving a degree in Management Information Systems.

Dave Cross (a.k.a. "Steve") is a sophomore and chose to work at the HelpDesk because he works well with people on the phone and enjoys the interaction with new technology. His favorite food is anything and everything, and he enjoys watching basketball. After graduation, Dave hopes to travel the world and hopefully end up in California. He has been a HelpDesk Consultant since December 2006.

Kameron Davis is a senior from Wichita, KS and has been with the HelpDesk since August 2006. He listens to the *Rolling Stones* and likes the movie *Scarface*. Kameron's favorite food is anything cooked on a grill. After graduating in May 2008, he plans to get his Master's degree in Business Administration at Wichita State and begin working for Cargill.

Ruth Ding is originally from Zhengzhou, China and is a graduate student who began working for the HelpDesk in May 2007. She chose the HelpDesk as her place of employment because she enjoys challenging herself and wanted to enhance her understanding of the English language. Ruth is working on her Master's Degree in Liberal Studies with a focus on Human Resource Management. She chose to attend Fort Hays because of its low tuition and the ease of getting a visa.

Andy Miller is a sophomore on the FHSU track team and is currently living in McMindes Hall. He began working for the HelpDesk in August 2007 because it was in the same field as his major – Information Networking and Telecommunications (INT). Andy enjoys eating anything Mexican and likes the movie *Friday Night Lights*.

Devin Rohweder is a senior at FHSU and is majoring in Geography/Geographical Information Systems. He has been a member of the HelpDesk staff since December 2006 and enjoys it because he likes helping other people. His favorite movies are *The Guardian* and *Ladder 49* and he enjoys listening to anything country or Christian. His favorite books are the *Left Behind* series and he enjoys eating almost anything. He chose to attend FHSU because of its low tuition rate and mid-sized campus.

Genna Shuler is originally from Salina, KS and chose FHSU because it is close to home. She enjoys working at the HelpDesk because of a flexible schedule and convenient on-campus location. Her favorite foods include anything barbequed, and she enjoys listening to *Sublime* and *Red Hot Chili Peppers*. After receiving her degree in Biology, she plans to move to Kansas City and work at the zoo.

David Voss is a sophomore and has been with the HelpDesk since July 2007. He enjoys working with people and likes the flexible schedule. David's favorite bands are *Nirvana* and the *Beatles*. He is currently majoring in INT Video Production and minoring in Spanish. David chose to attend FHSU because of its low tuition rates and still is not sure about what he wants to do after graduation.

The HelpDesk has seen its share of changes over the past 11 years of service and will continue to offer support as newer generations of computing and networking continue to permeate our digital education world. Our staff will continue to learn and adapt to these changes to keep support up-to-date. With some employees being here a year or more and others who started last semester, the HelpDesk staff has gone through some change, but continues to offer quality support for Fort Hays State University. We look forward to serving you in the New Year and beyond.

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Who is Tiger Info?

The Tiger Info Call Center (campus switchboard) is a neighbor to the CTC HelpDesk. Their office, also located in Tomanek Hall 113, is home to supervisor Michelle Schlyer and 13 student operators. Tiger Info provides general information to prospective, on-campus and Virtual College students, faculty, staff and other members of the FHSU community. Callers can also receive directory assistance and information on current events hosted on our campus.

Tiger Info operators give front-line support for accessing course schedules and personal information on TigerTracks and TigerEnroll, applying for admission, ordering textbooks, and performing various student processes. Tiger Info can be reached by dialing 0 from any campus telephone, 785-628-3478 (FHSU) or 1-800-628-3478 (FHSU). View their website and hours of operation at www.fhsu.edu/ctc/tigerinfo.

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Help Us Help You!

Have you recently contacted or visited the CTC HelpDesk? If so, how did we do? If you have ideas, concerns, or other feedback, let us know! **Contact us**, complete our **survey**, or use our **secure comments form** to give us your suggestions. Thank you in advance for your feedback - we look forward to hearing from you!

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Other HelpDesk Headlines

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CTC HelpDesk News is a semi-annual newsletter published by the Fort Hays State University Computing and Telecommunications Center HelpDesk. Nancy Cunningham and Michelle Schlyer, Editors