

CTC News

Computing and Telecommunications Center

Fort Hays State University

www.fhsu.edu/ctc

December 2013

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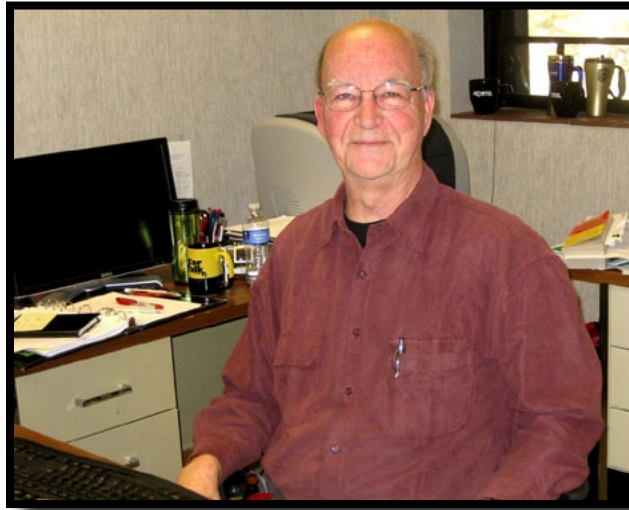
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From Dave's Desk



Dr. David Schmidt, Computing and Telecommunications Center Director, shares current CTC news.

Website Redesign

Kristin Rupp, the University web content manager, will be overseeing an update of the FHSU University website. She explains her plans elsewhere in this newsletter. Having seen the new look I like the simpler, sleeker design and the megamenu concept (a menu with many options as opposed to many menus with few options). Navigation is greatly improved by having megamenus because the same menu of options occur no matter where one is in the university website. I also like having a white background for much of the text. In Phase Two of the project, the website will be repurposed so that it can better handle many different screen sizes. There is an option available now called responsive web design that addresses differing screen sizes and resolutions. The page display will be automatically configured for the major different types of devices so that viewing those pages is optimized. We have not changed vendors for hosting our website because we are still using Ektron, but we are using Ektron partners to enhance the website.

Waitlist

We are excited to mention the availability of the new Waitlist feature in TigerEnroll for the Intersession and Spring pre-enrollment periods and beyond. Waitlisting allows students the option of adding themselves to course waiting lists when courses are closed and to receive email notification when the course is available for pre-enrollment. Please see the Frequently Asked Questions section of TigerEnroll for more information.

Waitlist Reporting has also been added to TigerCentral for use by faculty and administrators to track and verify waitlist activity. As of the date of this writing there have been 4,071 total Waitlist entries, with 1,339 currently active entries from 1,116 unique students and 726 pre-enrollments from Waitlist activity.

We hope this new feature is found to be an enhancement to the online enrollment process and a collective benefit to students, faculty, and staff.

From Dave's Desk (Cont'd)

Wind-Generated Electricity

You may have noticed that the wind turbines are now generating electricity for campus. On a good day (good in terms of wind), they generate enough electricity for campus use and more (which is then sold to Midwest Energy). We at the CTC were involved in the networking aspects of this project. A fiber optic cable terminates in Akers, and it is used as a data line. The data is used to monitor and to control the wind turbines. I have been told that the Geoscience Department will also use some of this data for their research projects.



New Wireless Access Points

Joseph Schumpeter pioneered the concept of creative destruction in economics. This term has been used to describe many things, and I believe it is useful in describing advances in technology. In any case, there are a host of rapid developments in technology, and products soon become obsolete. Steve Jobs famously brought new products on board even though they would cannibalize other products that had big markets for Apple. In our case, wireless (wifi) radios (802.11a/b/g) were distributed widely across campus about five years ago (or longer). Then quite a few of those were replaced by a newer standard (802.11n).

As technology has advanced those two standards have now been eclipsed by a newer, faster standard (802.11ac).

Because there is a huge demand for wireless access by a growing number of wireless devices, Derek Johnson conducted a shootout among the leading wireless (wifi) vendors to determine the best solution for us. After putting the latest ac devices and controllers through their paces, Derek selected Aruba as the vendor of choice. Aruba's whole reputation rests on its wireless devices (as opposed to other companies that have a suite of offerings), and it is a recognized leader in this field. Many universities have replaced equipment from other vendors with Aruba's equipment. In Kansas KSU and ESU use Aruba's gear.

FHSU has the distinction of being the first University in the Midwest to do a large deployment of Aruba's ac radios and controllers. We do not often have the chance to be in the lead technologically, and it is nice to be ahead of the curve. Even though there are not a lot of ac radios being used yet by people on campus, we did see an immediate benefit when these were deployed across parts of campus. The processors in the Aruba access points are fast, and those processors increased the access and transmission speed of the existing n radios that are used by most wireless devices. As new tablets, laptops, and smartphones are brought to campus that use the newest ac radios users should experience even quicker download speeds and faster connect times. Because this technology is still new in some cases new drivers have needed to be installed on certain devices to assist in using the new Aruba access points.

We expect to move the whole campus to the new standard over the Christmas Break (if not before).

Speaking of Christmas break, we here in the CTC wish you all a Merry Christmas!

Enjoy your Winter Break!



CTC Welcomes New Talents

Kevin Sauer was hired in May of 2013 as a Programmer/Analyst at the CTC. Kevin is responsible for creating & maintaining FHSU web applications and working on the development of the Student Information System. Before joining the CTC, Kevin worked at Thomson Reuters Inc. He is currently attending FHSU, pursuing a degree in Web Development.

Earl Ruder joined the New Development team as a Programmer/Analyst in June of 2013. Earl creates, maintains, and updates web forms for the FHSU website. Earl is a 2013 graduate of FHSU and came to work for the CTC following graduation.

Neil Offutt was hired in August of 2013 as the CTC Programmer/Analyst to design, create, and maintain the University's web applications. Before working for FHSU, Neil was employed at Thomson Reuters. Neil achieved his Bachelor's degree from Fort Hays State University in 2002.

Sarah Jacobs was hired in July of 2013 as the CTC Administrative Specialist. Before joining the CTC staff, Sarah was the Administrative Assistant at the FHSU Registrar's Office.

Nastassja Key was hired in June of 2013 as a Programmer/Analyst at the CTC. She is responsible for the design, creation, and modification of applications software. This FHSU graduate worked at Heartland Dermatology before coming to work at the CTC.

Sean Simmons was hired as a Systems Administrator in June 2013. Sean previously worked for the digital marketing firm, VML, in Kansas City. Some of Sean's hobbies include golfing, motorcycling, and PC gaming.

Jessica States was hired in October of 2013 as a CTC Systems Administrator. Before working for FHSU, Jessica spent six years in the IT Department at Hays Medical Center. Jessica earned both her BS & MLS degrees here at Fort Hays State!

Kenneth Templin was hired in September 2013 as the newest member of the PC Support Team. He troubleshoots both hardware and software issues as well as performing upgrades & replacements for FHSU users. Prior to joining the CTC, Ken served as an independent IT security consultant. Ken received his master's degree from FHSU this year and is excited to be working for his alma mater!



Welcome New Employees!

CTC News

Account Maintenance

Please send a note listing the names and the termination date of any faculty, staff, or student employees who terminate employment with your office so that we can remove their IDs and update our group mailing lists and security tables. It is imperative that all IDs and security be removed for those who no longer work in your office.

In addition, now might be a good time to change your LN and/or CICS passwords. We suggest changing your IDs periodically to prevent the possibility of anyone gaining access to your e-mail or other items for which you have security. Contact Viv Zimmerman by e-mail if you would like to have your CICS password changed. She will reset your password and send it to you via LN e-mail.



For directions to change your LN client and browser passwords, information can be found at <http://www.fhsu.edu/ctc/helpdesk/email/ln-pwd-change/>. If you need assistance changing your LN client or browser passwords, please contact the CTC HelpDesk at 5276. Thanks!

CTC Training Workshops

The CTC offers workshops each semester for Beginning LN Mail, Beginning LN Calendar, TigerEnroll (for new advisors only), and CICS. The schedule can be found at <http://www.fhsu.edu/ctc/train-calendar/>. If you would like to sign up for any of these workshops or if you have any questions about training, e-mail Viv Zimmerman. When signing up for a workshop, please include your name, department, phone number, and the session name and number. Session size is limited. Each workshop meets in Tomanek Hall 107 unless otherwise indicated.



New Look for FHSU Website

Website Updates Coming Soon

By: Kristin Rupp

I am pleased to announce that the Fort Hays State University website (www.fhsu.edu) will soon be getting some much needed improvements. The overall look of the site is getting a complete overhaul. We will also be implementing some great new features on the site, as well as making the website responsive. The updates are being completed in 2 phases. The goal is to have phase 1 completed and implemented in early 2014 and phase 2 implemented by July. These updates will not only give the site a new “look” but will improve site navigation, and usability.



UPDATED LOOK

Say goodbye to the salmon (tan-ish orange) color, and say hello to some vibrant and bold blacks and golds. The new color palette and design will be more in line with a modern “clean” website style. The new look will roll out in early 2014.

NEW FEATURES

Along with the new look, we will be implementing some new features on the website. Of greatest significance, is the mega menu. The mega menu will be a large drop down style menu featuring links that are logically organized into categories and headings. This menu will be accessible from every page on the website. Having the same menu available throughout the website, allows users to easily navigate through the website. This new menu will significantly improve website usability. A few other feature enhancements are an updated banner rotator, scrolling announcements area, and other homepage features.

RESPONSIVE REDESIGN

Phase 2 will be the responsive redesign of our website. What in the world is responsive design? Basically, we will be redesigning the website to present itself in three different ways depending on the device being used to browse the site. For example, we will have a design for the website for viewing on desktop computers, another design optimized for tablets, and a design customized for mobile phones. Designing responsively allows the website to automatically adjust its presentation based on the size of the screen and eliminates the need to create a separate mobile site.



New Look for FHSU Website (Cont'd)

OTHER WEBSITE NEWS

ONLINE CMS TRAINING:

www.fhsu.edu/cmstraining

We now have a website where our users can go to get online training for the CMS. Training instructions and tutorial videos can be found on the site. I will also constantly be updating this site and adding in tutorials for new features, and any changes. This site is intended to be used as a resource for all CMS editors. You'll find tips and tricks, useful resources, terminology, and many "how to" videos. One-on-one training is still available by appointment.



www.fhsu.edu/ctc

HelpDesk Highlights

Brief Updates

By: CTC HelpDesk

Some good news: CTC programmers recently developed a new Waiting List function in TigerEnroll. This feature allows students to enter a queue (list) for a class that has closed. If an opening becomes available, an e-mail will alert the first student on the list. That student will have 36 hours to act on the vacancy before the Wait List drops them and moves on to the next student in the list. A dual function of the waiting list is that demand for a course can now be quantified and departments can more easily determine the need for additional sections.

Some not-so-good news: Recently, the CTC HelpDesk was contacted to verify the legitimacy of callers who claimed to be technicians from Microsoft, telling the recipient they needed to perform virus removal on the person's computer. This is a scam! The callers attempted to have them install a program and allow them to access the computer from a remote location over the Internet. They also attempted to charge a fee for this service. This ploy can compromise private data stored on the machine, compromise the machine itself, and compromise the person's identity and credit card information. The people who called us were not affiliated with Fort Hays State University in any way, but the number that appeared on their caller ID was an outbound number from campus. After doing some digging, our phone technicians discovered that these calls did not originate from FHSU. Unfortunately, it is fairly easy for scammers to spoof (fake) the number displayed on caller ID.

Scam attempts like these are not new, but the tactics used are constantly changing, so it is always advisable to be on guard against suspicious activity. A legitimate company will never contact you out of the blue to do work on your computer.

Internet Explorer Version 11

By: CTC HelpDesk

Some industry news: Microsoft released version 11 of Internet Explorer (IE) on November 7th. We have had a few reports of this browser update causing some conflicts, but nothing consistent yet. If a website or application you use through IE suddenly fails to load or function, we recommend trying another Internet browser such as Mozilla Firefox or Google Chrome. We do understand that there are a handful of websites and applications that require Internet Explorer. If an FHSU online application that requires Internet Explorer does not function properly in IE 11, please contact us and we will notify the appropriate CTC staff to help remedy the issue.



Finals week and winter break are quickly approaching! We hope you are able to spend some quality time with family and friends during the holidays!



HelpDesk Highlights (Cont'd)

New Faces in the HelpDesk

The CTC HelpDesk is pleased to welcome two new faces to their student staff:



**Tyler
Hardwick**

Tyler is currently a FHSU senior. He plans to graduate in the Fall 2014 semester, majoring in Computer Science with an emphasis in Business. When he is not busy attending class, doing homework, or working at the HelpDesk, Tyler enjoys spending his time on computers, sports, and cars.



**Brandon
Stark**

Brandon is currently a graduate student here at FHSU. Born and raised in Las Vegas, NV, Brandon came to Kansas and received his undergraduate degree from Emporia State University. He is now pursuing a Master of Professional Studies degree here at FHSU.

CTC Useful Links and Resources

- **Information for New Faculty and Staff**
- **Tiger Tech Support**
- **Scheduled Maintenance Notices**
- **Internet Access**
- **User Training**
- **Computer Policies**
- **PC Support Services Information**
- **Telecommunications Services**
- **CTC HelpDesk**
- **Media Equipment Checkout**
- **Tiger Info Call Center**
- **Hardware/Software Recommendations**

CTC Staff Directory

The current CTC staff directory can be accessed on the CTC website at www.fhsu.edu/ctc/staff



Tiger Info Call Center



Operator Duties

The student employees at Tiger Info are well trained and educated about Fort Hays State University and the daily operations of campus. Their main responsibility is answering all incoming calls to the general FHSU phone numbers. They get calls ranging from a simple connection to another on-campus office, to inquiries about tuition costs; from visitors needing directions, to walking someone through the TigerEnroll process. Campus operators pride themselves on providing diverse information while having an enthusiastic attitude about FHSU.

Tiger Info Operators

| | |
|-------------------------|----------------------------|
| Mark Schnewis | Brandon Gottschalk |
| Kade Megaffin | Andrea Dome |
| Jason Mayers | Alexyss Leiker |
| Hannah Dreiling | Brady Rohr |
| Sophia Schippers | Colby Schippers |
| Madison LeRock | Colin Schmidtberger |
| Allison Meier | |

Call us! 800.628.3478 - 785.628.3478 - 785.628.4000



CTC HelpDesk Hours & Info

Winter HelpDesk Hours

Fall Finals Week:

(Dec 9 - 15, 2012)

| | | |
|----------|-------------|------------------------|
| M-Tu-W: | Dec 10 - 12 | 8:00 a.m. - 10:00 p.m. |
| Th-Fri: | Dec 13 - 14 | 8:00 a.m. - 5:00 p.m. |
| Sat-Sun: | Dec 15 - 16 | CLOSED |

Winter/Holiday Break:

(Dec 16, 2012 - Jan 20, 2013)

| | |
|------------------------|------------------------|
| Weekends | CLOSED |
| Dec 14 - 20 Mon-Fri | 8:00 a.m. - 5:00 p.m. |
| Dec 21 - Jan 1 | CLOSED |
| Jan 2 - 19 Mon- Fri | 8:00 a.m. - 5:00 p.m. |
| Jan 20 MLK Jr. Day | CLOSED |
| Jan 21 (Classes Begin) | 8:00 a.m. - 10:00 p.m. |

Spring Semester Hours:

(Effective Jan. 21, 2013)

| | |
|----------------------------|------------------------|
| Mondays - Thursdays | 8:00 a.m. - 10:00 p.m. |
| Fridays | 8:00 a.m. - 5:00 p.m. |
| Sundays | 4:00 p.m. - 10:00 p.m. |
| Spring Br., Mar 17-23(M-F) | 8:00 a.m. - 5:00 p.m. |
| Easter Sunday, April | CLOSED |

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!

Other HelpDesk Headlines

To view other CTC newsletters, see the **Headlines** section of our website.

For more hours information, please see **CTC HelpDesk Hours**.

All hours are Central Time and are subject to change due to semester breaks or changes in demand.

For assistance after hours, send e-mail to helpdesk@fhsu.edu or you may **contact Tiger Info** seven days a week.



FORT HAYS STATE UNIVERSITY

Forward thinking. World ready.

CTC News is a semi-annual newsletter published by the Fort Hays State University Computing and Telecommunications Center. Sarah Jacobs, Editor