

CTC HelpDesk News



Fort Hays State University

www.fhsu.edu/ctc/helpdesk/

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Attention New Students!! Mobile Teaching and Learning Specifications Begin this Fall

Tigers Now Enrolling Online!

From Dave's Desk: Dr. David Schmidt, Computing and Telecommunications Center Director, provides a glimpse into coming attractions at FHSU

FHSU Students Vote Online using TigerTracks Elections

Software Center Highlights

Go Wireless with FHSU!

Spotlight on a CTC Employee

FHSU Internet Dial-Up System to be Retired on May 31, 2007

CTC HelpDesk Continues Expanded Hours of Service

Help Us Help You!

Other HelpDesk Headlines

Attention New Students!! Mobile Teaching and Learning Specifications Begin this Fall

Mobile teaching and learning is the versatile use of computing devices at some distance from the normal, fixed classroom or workplace to interact in some fashion with a central information system. The key concept behind mobile teaching and learning is based on the need to deliver intelligence to any location for the purpose of enhancing learning opportunities, improving productivity, and providing a competitive edge in the classroom and in future careers.

Beginning in Fall 2007, all new, on-campus students enrolled at FHSU will be required to use tablet computers so that they may take full advantage of the learning opportunities presented by the University. The transition to using mobile devices will give students access to many more learning resources than ever before, right at their fingertips. Mobile activities are now becoming a major part of a student's learning experience.

Instructors have already begun using tablet computers supplied by the university, with great success. Tablets function the same way as notebook, or laptop computers do; with a few extra features. They offer touch-screen technology that allows the user to operate the computer with a stylus or pen, directly on the display. Most tablets also feature handwriting recognition, which makes writing directly onto a computer a reality. These features enhance the learning experience by enabling new ways of using computers to interact in the classroom.

Macintosh computer users are not subject to the tablet requirement, as there currently are no Macintosh tablet products available. For more in-depth information regarding this initiative and how it will affect you, please visit www.fhsu.edu/library/tlc/mtl/MTL-Home/.

[Back to Top](#)

Tigers Now Enrolling Online!

TigerEnroll, FHSU's new online enrollment system, was implemented during the Spring 2007 semester. A pilot group of approximately 200 students tested the system during the Fall 2006 semester before it went live in Spring 2007.

Students no longer need to worry that classes they wish to take will be filled before they are able to meet with their advisors. Now, students can reserve seats in their desired classes by using TigerEnroll to submit course selections to their advisors.

TigerEnroll is located under the Online Services tab inside the **TigerTracks** portal. TigerEnroll has everything needed for enrolling in classes and making payment arrangements all in one place. The process is simple: A student starts off by building a worksheet. This step is made easy and convenient because a student can now search for and list all classes they are interested in on a worksheet without having to travel to other pages to search for classes.

In the second step, TigerEnroll lists any enrollment holds a student may have (such as unpaid parking tickets, etc...), along with the appropriate contact information needed for resolving them. This benefits both the student and the university, because all holds must be lifted before a student can pre-enroll. After all holds have been cleared, a student proceeds by selecting courses and submitting them to the advisor for approval.

After the advisor reviews the course selections, the student receives an e-mail in their FHSU student e-mail account from TigerEnroll informing them of whether the courses were approved or denied. The advisor may also provide suggestions for the student. The student can view the current status of their courses at any time using TigerEnroll. After all courses have been approved, the student proceeds to the next step to make payment arrangements.

Course changes are also easy to manage. If a student wishes to add or drop a course before the class begins, it can simply be added or removed from the schedule via TigerEnroll. After the semester begins, the student should consult with their instructor and advisor in order to drop a class.

Both on-campus and virtual students have responded very well to this new method of enrollment, citing the benefits of a simplified, yet comprehensive enrollment process. We greatly appreciate all of the long hours and hard work the TigerEnroll development team and programming staff put forth to make this new system a reality.

[Back to Top](#)



From Dave's Desk:

Dr. David Schmidt, Computing and Telecommunications Center Director, provides a glimpse into coming attractions at FHSU.

This has been a very busy year for the CTC and for various teams working with the CTC. The **TigerEnroll** team, which includes Joey Linn, Judy Getty, Dennis King, Patty Griffin, Jo Anne Crispin, Jackie Ruder, Daryl Carswell, Chad Dague, Doug Storer, and me, has been meeting every week to implement and reengineer the online enrollment process. We did a pilot implementation in October and then opened it up to the university community in March. Meeting these deadlines took a lot of work behind the scenes. I want to highlight the ongoing commitment of these people for this big undertaking, and I am very pleased that the implementation went smoothly. We are working on a list of enhancements that will give **TigerEnroll** more functions and make it more usable.

Students used **StarREZ** for the first time this Spring. This system assists students in selecting rooms, roommates, meal plans, and other things related to university housing. Students also participated in **on-line voting** using the **TigerTracks** portal several weeks ago for the Student Government Association elections. 561 students voted in that election. **Blackboard** recently received a major infrastructure upgrade. A new load-balancing switch has helped **Blackboard** handle the load much better, and this

switch will allow us to add more servers as needed. To me, **Blackboard** seems much more responsive than it was before the upgrade.

Next year will bring new work to us and additional functionality to campus. Here are some of the projects we know about now:

- Web-based **degree audit system**. This system will allow students to check on their progress towards their degree. Their individualized degree summary will be displayed on the web, and students should use it to check their progress towards a degree. It will list any remaining requirements for their degree. This web application will assist students with using **TigerEnroll** to enroll in the right set of classes. Students considering attending FHSU will also be able to check degree requirements on the web. Currently, degree analysts prepare degree summaries for students, print them out, and then share them with students. Next year, students will be able to see their summaries using the **TigerTracks** portal.
- Web-based **Recruitment and Admissions** system. An RFP (Request for Proposals) was issued by the University, and a new Recruitment and Admissions system will be purchased. This system will be designed to attract new students to what FHSU has to offer. It will assist departments in communicating with these new students and track the various types of communications that each prospective student has received. The information presented to prospective students will be tailored to the interests indicated by the student. After it is set up, a lot of this process will be automated using the power of the web.
- This Fall, students will be issued a **new university ID number**. Over the past several years we have taken steps to remove social security numbers from reports and screens to protect this unique identifier. In Fall 2007, students will have a new 8-digit ID that will become the unique identifier for each student. It will appear on cards issued to new students and to other students who choose to purchase a new TigerCard. This new ID will appear on class rosters and elsewhere as we have time to change reports and screens. One example of a change on TigerTracks and TigerEnroll is adding the option for faculty to search for students on the web using the new ID.
- **JobX**. A new student employment site will be launched in this upcoming year. Students will be able to apply for campus jobs on-line by checking what jobs are available to them. Since many students look for jobs on campus, this will help automate this process and make it more user-friendly to students.
- **Blackboard Content System -- E-Portfolio**. The e-portfolio initiative has been funded. This e-portfolio system offers opportunities for administrative functions as well as academic functions. It will be quite useful for tracking and facilitating Departmental AQIP (Academic Quality Improvement Program) processes and procedures. As it is rolled out students will also be able to post their digital contributions to it. Students who are increasingly using **Facebook, MySpace, uTube**, etc. will now be able to build their own professional portfolios on the web. Faculty will be able to require students to post their work on a portfolio system and track progress over time. This will all take a bit of time to implement because we need to install the software, and FHSU staff at CTALT (Center for Teaching Excellence and Learning Technologies) will need to learn it, set it up, and prepare training sessions.
- **Core Switch/Router and Hub Upgrade**. We are reviewing options and will purchase a new major network core switch/router soon. This upgrade also includes major data communications upgrades for McCartney, Albertson, and Forsyth Library. The new core router will permit us to handle much more bandwidth, increase security management, and handle additional wireless traffic. Because McCartney and Albertson have Cat-5 wiring already in place, the hubs will handle the increased bandwidth. Forsyth Library will take longer because it needs additional wiring, but it will also receive a new hub.

This highlights some of the major new and continuing projects that we are working with here in the CTC. There are other challenging tasks too. **Mobile Computing** is a boon to most people, and we are trying to find ways to provide good service and meaningful help. The CTC HelpDesk will work closely with the Learning Commons area to coordinate support functions for students. As mentioned, I believe that most faculty and staff who have received tablets and laptops find them quite useful. The **wireless infrastructure** makes it relatively easy to check e-mail and to connect to folders from most places on campus. Doing the initial configuration for faculty who have a number of unique applications on their

desktop takes time, and the PC Support staff have been working hard at getting new tablets into faculty hands. The Telecommunications staff (with some valuable help from the Physical Plant folks) have completed much of the wiring at the Union and are working hard to complete wiring for the new Robbins Endowment Center. Other staff members are working with the backup system, the **Paetek** phone billing system, the labs, PC repair, and other issues.

We hope this information is useful to you, and we trust that all of you will have a good summer.

[Back to Top](#)

FHSU Students Vote Online using TigerTracks Elections

April 11-12, 2007, marked the days that local student elections became available electronically for the first time at Fort Hays State University. **Elections** is an application within the university's portal that allows students to vote for Student Government elections through the Web. "Delivered through the university's **TigerTracks** portal, Elections provides students the ability to quickly, easily, and securely vote in elections to which they have access at their convenience from any internet-enabled computer at any location," said Jackie Ruder, Manager of New Development at the Computing and Telecommunications Center.

Students have the option to vote from the comfort of their own homes, now that elections are provided via the Web. Ruder played a very key role making this landmark development a reality. TigerTracks **Elections** was implemented in an effort to provide further online services to the students of Fort Hays State University," said Ruder.

Say goodbye to hanging chads! Vote interpretation is no longer an issue with the electronic process. Results are tallied more accurately and quickly as well. Ruder went on to say, "The application minimizes the time and effort of manually processing votes through anonymous database capture and tallying of ballots cast online." Voter participation has increased from previous elections, and that trend is expected to continue.

2007 SGA Election Participation:

President/Vice President	561
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Senatorial Votes Cast:

Counseling & Education	32
Life Science	32
Humanities	73
Social Sciences	76
General Studies	24
Natural Sciences & Mathematics	43
Business & Leadership	152
Health	41

If you wish to add the **Elections** channel to your personal TigerTracks layout, follow the instructions located at www.fhsu.edu/ctc/helpdesk/tigertracks/tt-elections/.

On-campus students and the Student Government Association have responded very well to this new method of voting, citing the benefits of ease and scalability. We sincerely appreciate the extra efforts Jackie Ruder put forth to design and develop this new portal application.

[Back to Top](#)

Software Center Highlights

In April 2007, FHSU's online **Software Center** released several new Microsoft products! The following products are now available for purchase by currently enrolled FHSU students:

Microsoft Office Professional 2007 Suite
Microsoft Office Standard 2007 Suite
Microsoft Office Enterprise 2007 Suite
Microsoft Office SharePoint Designer 2007
Microsoft Office OneNote 2007
Microsoft Office Project Professional 2007
Microsoft Office Visio Professional 2007
Microsoft Windows Vista Business Upgrade

Some new statistical software products have also been added to the site. They are available to students at discount prices on a rental basis for either a six or twelve month time period.

Several new Adobe and Macromedia products will also be coming to the Software Center in the near future.

See our **Software Center** information page to learn how to access the Software Center.

[Back to Top](#)

Go Wireless with FHSU!

Over the past few years, FHSU's wireless network has expanded campus-wide and has gone through a process of fine-tuning. Wireless access is now available in all academic buildings and all residential halls, with the exception of Wiest Hall. The Memorial Union is still under renovation and may not have full wireless network coverage until construction is complete.

Service for the wireless network has been perfected to a point in which users should experience little or no connectivity issues under normal operating conditions. Students should connect using **TigerNetStudent** and use their **TigerTracks login** to register on the network. Faculty and staff should connect to **TigerNet** using their FHSU network login. If a guest would like to use wireless Internet on-campus, they should connect to **TigerNetGuest** – no login is required.

Students are able to register two devices using their TigerTracks login. This may include a mobile device, such as a tablet or laptop, and a desktop. Or a student could choose to register their computer and a game system.

When connecting for the first time, you will be directed to a registration page after opening your Internet browser. If you would like more information about FHSU's on-campus wireless network, please visit www.fhsu.edu/ctc/helpdesk/network/wireless-access/.

[Back to Top](#)

Spotlight on a CTC Employee

A Dozen Questions for Michelle Schlyer, Tiger Info Call Center Supervisor

1. **How long have you worked for the Computing and Telecommunications Center?**
Since December of 2005
2. **Hometown?**
Hays, America
3. **What is your favorite hobby?**
Taking Pictures and being a Mommy



4. What CD is in your CD player?

AC / DC *Back in Black*

5. Favorite Food?

Taco Shop

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

Yahoo.com

7. Cartoon Character?

Family Circus

8. Favorite TV show?

Grey's Anatomy

9. Actor and Actress?

Denzel Washington, Meg Ryan

10. Favorite Movie?

Shag

11. Any video games?

No

12. Favorite Sport's Team?

Kansas City Chiefs

[Back to Top](#)

FHSU Internet Dial-Up System to be Retired on May 31, 2007

Fort Hays State University's Internet dial-up system has served us well over the past ten years. However, as you are probably aware, many new, more effective options for Internet service have become available and most users are now taking advantage of them. Dial-up no longer provides satisfactory download speeds necessary to maintain system updates or perform student coursework.

As Internet standards have changed over the past few years, most dial-up equipment is no longer being supported by the manufacturers. Because of this, our dial-up system has reached its "end of life", and if the equipment should fail it is very likely that we would not be able to restore it to service. Thus, it is possible that dial-up service could end at any time without notice due to equipment failure.

For these reasons, **FHSU Internet dial-up service will be permanently discontinued on May 31, 2007. We encourage all current FHSU dial-up users to evaluate new options for Internet service as soon as possible.**

FHSU now provides free campus-wide wireless Internet service to our students, faculty, and staff. For information about using wireless Internet on campus, see www.fhsu.edu/ctc/helpdesk/network/wireless-access/. FHSU also provides free Ethernet access to students living in the residence halls on campus (see www.fhsu.edu/ctc/helpdesk/network/residence-hall-access/). It is no longer cost effective to provide Internet service to off-campus locations.

Please note that discontinuation of FHSU dial-up service will NOT affect your FHSU e-mail account. This means your "scatcat.fhsu.edu" or "fhsu.edu" e-mail address will remain active. FHSU e-mail can be accessed regardless of the type of Internet service you use.

We appreciate the patronage of our dial-up users over the past ten years and look forward to working with you during your transition to more efficient Internet service!

[Back to Top](#)

CTC HelpDesk Continues Expanded Hours of Service

In order to better serve you, the CTC HelpDesk increased their hours of service during the Spring 2007 semester. Expanded hours will continue for the Summer and Fall semesters. View CTC HelpDesk **office hours**.

[Back to Top](#)

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!

[Back to Top](#)

Other HelpDesk Headlines

[Back to Top](#)

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