

# CTC HelpDesk News



Fort Hays State University

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May 2009

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## Mobile Teaching and Learning Guidelines Amended

Fort Hays State University has a robust campus-wide **wireless network** that supports mobile teaching and learning. On an average day, between 700 and 800 devices may be connected to the university's wireless network during peak hours. After reviewing progress made during the first two years of the Mobile Teaching and Learning initiative, a few enhancements were recently adopted.

To address the desire for increased flexibility in the types of mobile devices used across the various learning disciplines, the **Mobile Teaching and Learning Policy** now states: **"All new, on-campus students enrolled at FHSU are expected to have available a mobile computing device in the form of a tablet, laptop or netbook computer for use in university learning experiences of all types."**

New, on-campus students are strongly encouraged to visit with their advisors or instructors to determine what type of computing device is specifically needed in their courses or field of study. In the current economic climate, this change allows more flexibility for students to explore options that may be more affordable. For example, if a particular discipline will not require the use of a tablet, the student may choose to use a laptop or netbook.

Another enhancement made was to simplify the hardware and software recommendations. In most cases, new tablets and laptops currently on the market will meet the recommended minimum standards. The **Hardware/Software Recommendations** Web page now includes links to sites where some of the

software can be obtained **free**. In addition, students can purchase other recommended software programs at volume discount prices through FHSU's online **Software Center**.

To learn more about Mobile Teaching and Learning at Fort Hays State University, including Policy Guidelines, Student and Faculty Expectations, and Hardware/Software Recommendations, see the **Mobile Teaching and Learning** Web site.

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## **New Student Highlight: TigerTracks Services and When You Can Use Them**

If you are making plans to attend Fort Hays State University in the near future, one of the first things you will want to do is become familiar with the TigerTracks Web portal. TigerTracks provides access to a variety of services, including student e-mail, the Blackboard course delivery system, Announcements, TigerEnroll, Student Employment information, Financial Aid status, grades, class schedules, and many other Online Services.

In addition, your TigerTracks login provides access to on-campus wireless Internet and computer labs, as well as off-campus access to Library Resources and other services. Many of these services become available shortly after you apply for admission, and others become available after your enrollment has been finalized. **To view a list of the services that use your TigerTracks login and find out when you will be able to access them, see the [TigerTracks Information](#) Web page.**

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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.**

The CTC is involved in several projects that may be of interest to many of you. Some of these projects may have only an indirect impact on you; others have a more direct impact.

### **Updated Mobile Teaching and Learning Recommendation**

The Mobile Teaching and Learning Summit recently convened by Provost Larry Gould resulted in a recommendation (subsequently accepted by President Edward Hammond) that students are no longer required to bring tablets to campus. Instead, students should bring appropriate mobile technology in the form of a tablet, laptop, or netbook computer. Students may still choose to bring a tablet because certain departments make extensive use of tablets by using DyKnow and other applications. However, students may meet the requirements of other departments by purchasing laptops or netbooks. Some software applications require powerful laptops, but many other applications do not require great power. Some applications are hosted on the Web and require only a browser for use. Those applications are ideal for netbooks, smaller laptops that have slower, energy-conserving central processing units.

Perhaps the key concept in the recommendation is the concept of *appropriate technology*. What is appropriate in one department or class may not be appropriate in another. Therefore, new, on-campus students are strongly encouraged to visit with their advisors or instructors to determine what is considered appropriate for their courses or field of study. Generally speaking, a good laptop will be adequate for most classes and learning environments.

I want to thank all faculty members who filled out the Mediated Classroom survey. This survey provided very valuable information that informed and influenced this discussion.

To view the updated policy and to learn more about Mobile Teaching and Learning at Fort Hays State University, including Student and Faculty Expectations and Hardware/Software Recommendations, see the **Mobile Teaching and Learning** Web site, or view our **related article**.

## **New Web Content Management System**

FHSU will be implementing a new Web Content Management System (CMS) over the summer. This is part of FHSU's new branding initiative driven by Educational Marketing Group, Inc. After some research into the best fit for the University, *Ektron's CMS400.NET* product was selected.

A content management system uses a database-driven model for developing and displaying Web pages. Users update their pages by putting content into a user-friendly database that is then used by the CMS400 program to create the display. Because there is a separation of content from the templates (and server controls) applied to the content, the overall look and feel of departmental Web pages can be easily controlled and updated. The programmers who add functionality to the central campus Web site have a number of server controls that they can apply to the Web site. These server controls provide more tools for building applications.

One of the goals of the branding initiative was to permit greater interaction with viewers of the campus Web site. Another goal was to have an easily-managed look and feel. With these new tools, it will be easier to create forms for users to fill out, to tailor search options, and to increase communications with users. The new campus Web site should be operational by Fall 2009.

## **Enhanced Security Policy**

The current computing environment includes smart phones, flash drives, netbooks, tablets, Blackberries, software as a service, cloud computing, text messaging, remote access to administrative resources, and other devices and services. In this environment, security necessarily involves user responsibilities. Since the computing environment is so diverse, protecting valuable and sensitive data becomes more and more difficult. By necessity, keeping data secure requires an educated user community. Creating good policy is a good first step towards educating the user community.

We are working on a more comprehensive policy that will provide the base level for additional specialized policies. CTC staff members Mark Griffin, Cheryl Helget, and Dave Schmidt have worked with the Instructional Technology Policy Advisory Committee (ITPAC) and FHSU General Counsel Todd Powell to shape this new policy. When it is ready, it will be reviewed for eventual approval by FHSU administrators and the President's Cabinet. Mark, Cheryl, and Judy Getty (Director of Student Fiscal Services) are also working on a Payment Card Industry (PCI) security policy. PCI compliance is necessary to continue to use credit cards for payments at FHSU.

## **Kansas Wetlands Education Center Ready for Visitors**

The Kansas Wetlands Education Center (KWECC) is now open to the general public. The CTC assisted with this project by working with KWECC Interim Director Terry Mannell to provide computing for the staff and researchers; Ethernet, Internet, phone service (assisted by Barton County Community College) and wireless for staff and visitors; and media equipment and setup for the auditorium and classroom. Because the Center is relatively isolated, security is a concern. A variety of sensing equipment and video cameras will use the Ethernet and the Internet for monitoring the premises, and staff here at FHSU will be able to view the center from Hays. Terry and the many other people who have worked on the facility have done a very good job. It is well worth a trip to see the facility and the exhibits.

## **IPv6 Deployment and other Networking Activities**

Internet 2 recently recognized KanREN (and FHSU) for their leadership in deployment of Internet Protocol version 6 (**IPv6**) at their Spring Membership Meeting. The Internet was in danger of running out of address space. As more and more IP devices came online, the number of addresses grew exponentially, and IPv6 provides a way to vastly expand the number of addresses (128-bit addresses instead of 32-bit addresses as was done in IPv4). KanREN (the Kansas Research and Education Network) uses IPv6 on its routers, and Derek Johnson has deployed it in our core Enterasys router and in other systems (DNS, email, and Web). FHSU has been a leader among Kansas Regents' schools in rolling out IPv6. For a more in-depth understanding of this innovative project, read **about Internet 2** and see **KanREN's IPv6 Case Study**. Also view Derek Johnson's **related article** in this newsletter.

Picken Hall is currently being renovated and the network will be upgraded as part of this project. New switches and wiring will increase the bandwidth of the wired network, and the networking staff will install

our first wireless access points that are part of the **802.11n** family. The 802.11n wireless installation will also be compatible with laptops that have 802.11g radios. To get some perspective on this, you might recall that the early 802.11b radios were capable of 11 Mg of bandwidth, the 802.11g radios capable of 54 Mg, and now the 802.11n radios are capable of 200-300 Mg (or more) of bandwidth. This kind of bandwidth should boost the Internet response time considerably.

I hope that everyone will enjoy the summer change of pace. If you have any computer-related concerns or issues, please feel free to contact us.

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## **Fort Hays State University Recognized for Support of "Next Generation Internet"**

*Submitted by Derek Johnson, Data Communications Coordinator*

The Internet2 community recently showcased a **KanREN case study** regarding adoption of the next generation Internet. In this case study, Fort Hays State University was highlighted for its efforts to support IPv6 (Internet Protocol, version 6). So what is IPv6, and what does it all mean for you?

In a nutshell, we're running out of addresses to assign devices connected to the Internet. This problem was fast arriving many years ago as Internet growth exploded, but workarounds were deployed to help reduce the scope of the issue until a permanent solution could be put in place. One of these workarounds is used by just about every home router in use today – called "NAT," or Network Address Translation. This workaround was hugely successful, albeit with a rough start, but we're coming to the apex of the problem and must work towards a permanent solution. This solution has been called the "Next Generation Internet," or IPv6.

IPv6 provides an exciting new feature set for administrators and end users. For network engineers, managing IP addresses is simpler, and assignment to the end devices is painless. Other features, such as enhanced security and mobility capabilities are available as well. However, the most exciting – and necessary – feature is the astronomical number of devices that can be addressed. Under the current model, roughly 4 billion addresses are available. The IPv6 model brings the number of addresses to roughly 340 trillion trillion trillion. Or, to put it another way:

*An iPod is roughly 88.68 cubic centimeters. So, if all the IPv4 address space would fit in an iPod, then all the IPv6 space is the size of the Earth.*

Despite the exciting new features available with IPv6, adoption has been slow due in part to the success of workarounds such as NAT. Vendors are slowly adding support to their hardware, and software must be adjusted slightly to support the new protocols. Legacy hardware and software may never support the new protocols.

Our IPv6 rollout began in January of 2009 following an equipment upgrade at our Internet border. While I have been working to support IPv6 at the core and other specific areas of the network, Jeffrey Mayo (Unix and Networking Administrator) has been instrumental in adding support to key systems such as DNS, Web, and email. Some users on campus have already been accessing these and other Internet services using IPv6, and didn't even know it.

As an institution of higher learning, FHSU feels a social responsibility to lead the way with emerging technologies. Implementing IPv6 is just one more example of that goal.

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## **Should I Upgrade to Internet Explorer 8?**

Microsoft recently released version 8 of its Internet Explorer Web browser, implementing a variety of new features. As with any new release, however, some Internet applications have not yet been updated to become compliant with the new standards. This can cause various types of functionality and display

problems. To combat this issue, IE 8 includes a **Compatibility View** tool that allows the browser to view pages as if you were still using IE 7.

Here at FHSU, an IE 8 compatibility issue was discovered in Blackboard, and it has already been corrected. Shortly after IE 8 was released, Blackboard provided an update to correct IE 8 Test Timer display problems, and this update has been applied to FHSU's Blackboard server.

Until software developers "catch up" to update their Internet applications with the newest changes, users can take advantage of the Compatibility View tool. So, feel free to upgrade to Internet Explorer 8. If you experience performance issues while using Internet Explorer 8, please see Microsoft's **Internet Explorer 8: Help and support** for additional information.

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## Helpful HelpDesk Hints!

### Information for New Students

The **Information for New Students** Web page contains a list of computing services FHSU provides for students. This is a great place for new students to learn how to access services they will be using every day. It provides brief descriptions and links to helpful information about how to access basic services such as the TigerTracks Web portal, TigerEnroll, and free lifetime Scatcat e-mail, as well as information about how to obtain both wired and wireless Internet access on campus. You can also find links to FHSU's online Software Center, the Virtual College, and technical support services such as the CTC HelpDesk and The Learning Commons. A link to the Information for New Students page is conveniently located on the **CTC HelpDesk** home page.

### How to Look Up a TigerTracks Username

Users may search for FHSU e-mail addresses using the Directory Search application located on the **TigerTracks** homepage. A student's TigerTracks username is the portion of the student e-mail address that precedes the @ symbol. Other helpful hints about how to access and use the TigerTracks Web portal can be found in the **TigerTracks Information** section of the CTC HelpDesk Web site.

### TigerEnroll Information

The **TigerEnroll Information** page on the CTC HelpDesk Web site can help guide students through FHSU's online enrollment process. The Resources section contains TigerEnroll Basic Instructions, a Student Training Manual, and other PDF documents with step-by-step instructions and screenshots to make your TigerEnroll process even easier. You will also find helpful suggestions for how to use the Course Search, as well as a list of Enrolled Status Codes and Frequently Asked Questions.

### Virus Information and Basic Routine Maintenance for Your Computer

The most important steps you can take to protect your computer are to install and maintain current virus and spyware protection software and to perform regular operating system updates. Information about how to protect your computer from viruses, where to find free anti-virus and anti-malware software, and basic steps for cleaning an infected computer can be found on the **Virus Information** page of our Web site. To learn how to keep your computer in top operating condition, see **Basic Routine Maintenance for Your Computer**.

### Accessing Library Resources from Off Campus

Online access to library resources is available for current Fort Hays State University students, faculty, and staff. To access restricted resources on the Forsyth Library Web site, students must be currently enrolled. If you are located off campus, you will need to configure your Internet browser to allow access to these services. For setup instructions, please visit **Off-Campus Access to FHSU Library Resources**.

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## Spotlight on a CTC Employee

Let's meet **Mark Orth, PC Support Technician:**



- 1. Where did you graduate from?**  
FHSU in 1987
- 2. Why did you want to work at FHSU?**  
The opportunity to work on lots of different computers.
- 3. How long have you worked in PC Support?**  
Twelve years this summer.
- 4. What is your favorite computer (Apple or PC)?**  
PC
- 5. What are you certified in?**  
I don't have any certifications, just plenty of knowledge.
- 6. If you could be one computer component, what would it be?**  
The memory.
- 7. What is your favorite sport?**  
Football
- 8. Favorite team?**  
Dallas Cowboys
- 9. What is your favorite band?**  
I like a variety of music, particularly *REO Speedwagon*.
- 10. What is your favorite movie?**  
I like the *Back to the Future* trilogy, but the first was the best.
- 11. What is your favorite quote?**  
Biff's quote from *Back to the Future*, "Why don't you make like a tree and get outta here."

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## Focus on Tiger Info

Supervisor Michelle Schlyer and her team of student operators are the voices of FHSU's **Tiger Info Call Center** (located in the CTC HelpDesk office). They provide general information about FHSU, support for TigerTracks and TigerEnroll, and assistance with applying for admission and many other student processes. They are a vital resource for prospective, Virtual College, and on-campus students, as well as faculty and staff members at Fort Hays State University. They work hard to provide the most current information on campus events and serve as a gateway for contacting any office at the university. Let's meet a few of these dedicated workers!

### Preston Becker

Preston is a Hays Kansas native and a sophomore set to graduate from Fort Hays State in 2012. He has been a member of the Tiger Info Call Center since May 2008 and enjoys many different sports. He decided to attend FHSU because of its financial affordability and close proximity to home.

### Nolan Hoffman

Nolan is also native to Hays and plans to graduate with a BS in Management and Marketing in 2011. He has worked for Tiger Info since the summer of 2007. Nolan loves Mexican foods and anything spicy in general. It goes to follow that his favorite band is the Red Hot Chili Peppers.

## Kayla Krinhop

Kayla has been a vital part of the Tiger Info Call Center since the spring of 2007 and is currently set to graduate with a degree in Elementary Education in 2010. Kayla also enjoys Mexican cuisine, loves scrapbooking, and listens to country music. After graduation, she hopes to teach kindergarten or first grade for a short time of experience, and then attend graduate school.

## Erin Neitzel

Erin is a junior at FHSU majoring in the Management and Marketing, and plans to graduate in 2010. She hopes to take some extracurricular classes to further benefit her education after she completes her degree. Erin enjoys country music and is a huge Keith Urban fan. She has a taste for Italian foods and enjoys interior design as a hobby.

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## New Summer Hours at the HelpDesk

In accordance with adjustments being made in FHSU's hours of operation this upcoming summer, the CTC HelpDesk will be altering its office hours. From May 26 through August 14, 2009, FHSU faculty and staff will work four ten-hour days, observing official business hours from 7:00 a.m. to 5:30 p.m. Central Time, Monday through Thursday.

When summer classes are in session, the CTC HelpDesk will offer extended hours on these days, remaining open until 7:00 pm. Please note that the HelpDesk will not be open on Fridays, but we will be open on Sunday evenings from 3:00 pm to 7:00 pm. As done every year, adjustments will also be made to our hours during the interim periods this summer when classes are not in session. As always, please **send us an e-mail** if you are unable to contact us during office hours. For a complete list of these changes, view **CTC HelpDesk hours** from now through the Fall 2009 semester.

This change will allow FHSU to save a substantial amount by reducing air conditioning usage and other operating expenses in our buildings this summer. This is just one move the university is making to help keep our tuition rates down in these difficult economic times. For additional information, see FHSU's **Budget Watch** site.

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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