Enterprise Information Systems

Database Administrator

Dan Kronenberg has joined Enterprise Information systems (EIS) team as an IS (S) Data Services Specialist. His primary duties include Oracle database administration for the PeopleSoft Campus Solutions (AccessStout) Enterprise Resource Planning (ERP) application.

Prior to coming to UW-Stout, Dan worked in a variety of technical and management positions at Phillips Plastic, Bauer Built and Cray, Inc. Dan’s specialties include Database Administration and Business Intelligence/Data Warehousing.

Dan can be reached at kronenbergd@uwstout.edu or at ext. 1461, or at 308 Millennium Hall.

Web-based Instructional Designer

Rich Berg has joined the Learning Technology Services (LTS) team as a Web-based instructional designer. His duties will include consulting with instructors interested in incorporating multimedia into Web-enhanced and online courses to support student learning.

Prior to coming to UW-Stout, Rich worked as an instructional design and distance education specialist for Instructional Communications Systems, a unit of Broadcasting and Media Innovations at the UW-Extension. He co-authored “147 Practical Tips for Synchronous and Blended Technology Teaching and Learning” (Atwood Publishing, 2007).

Rich can be reached at bergr@uwstout.edu or at ext. 1223, or 105F Millennium Hall.

Student Email Changes to Free Microsoft-Hosted Solution

The migration of student email to Microsoft Live Mail is well underway. Over 10,000 students are already using the new system. Students will have until March 24, 2010 to migrate voluntarily. After March 24, 2010, the opportunity to move and access existing e-mails under the old system will cease. Faculty and staff can help make the cut over for the remaining students as smooth as possible by encouraging students to please migrate as soon as possible and reminding them that it is best practice to regularly check Junk email folders for important messages. Of particular concern to faculty will be emails originating from Learn@UW-Stout (D2L). T&N will continue to work to minimize the number of known-good emails that are sent to Junk E-mail, but it is still important that students become accustomed to checking Junk E-mail for both Stout-related and personal emails.
Using Technology to Teach

Professor Jafar Jafari from the Hospitality and Tourism Department, has been actively pushing the technology available to him over the past year. Dr. Jafari travels extensively throughout the year, teaching at various campuses around the globe and presenting at international conferences. During 2009, Dr. Jafari was able to teach to students on the Stout campus via video conference technology from Brazil where he was keynote speaker at an international tourism conference. He was able to do the same during a teaching trip to Spain. Other trips included connections with his Stout students via audio and web conferencing.

This year, Dr. Jafari will be in Portugal for the spring 2010 semester but will continue to teach his Principles of Tourism class to students on the UW-Stout campus via video technology. While videoconferencing has become more and more standardized globally, there are still issues to address when scheduling this type of connection. Technology and internet service tends to vary by country and even by region, so testing and some adjustments are necessary, though usually minor. Also, there is a 6-hour time difference between Menomonie and the University in Portugal, so scheduling needs to be done with that in mind. In the case of his spring 2010 class, the students will meet on the Stout campus beginning at 11:15 am, but for Dr. Jafari it will be 5:15 pm - or 17:15 hours, Portugal time, when the class starts.

For more information and help in scheduling and making connections off campus, contact Sali Mounce, LIT/ Learning Technology Services, 212D Millennium Hall, x5239, mounces@uwstout.edu.

Mediated Classrooms Overhauled

Millennium Hall distance education labs have gone through the beginning of an overhaul in 2009. Rooms 212a, 201, 205, and 207 have received new control systems that will allow for easier use and changes as well as the ability to monitor and control room functions from a distance. A master plan is being developed that will allow for systematic updates and upgrades to the 10-year-old rooms and technology.

Microsoft Windows®7 Release

Microsoft has released Windows®7 to excellent reviews. Telecommunications and Networking staff has been testing compatibility with campus software and the campus environment since its release in October 2009. Windows® 7 is a big and welcome change to the client operating system environment for many users, and it is because of this that T&N is trying to manage the release of Windows® 7 to the campus community. As we move forward, T&N will be planning and testing hardware, new features, data transfer, and security. A migration plan and timeline to make Windows® 7 available will follow. During the testing phase, T&N will make Windows® 7 available to a limited number of users. There are known incompatibilities with some common campus applications that will prevent some users from testing or upgrading at this time.

For more information and help in scheduling and making connections off campus, contact Sali Mounce, LIT/ Learning Technology Services, 212D Millennium Hall, x5239, mounces@uwstout.edu.

T&N will notify the campus when testing is complete and a migration plan is in place. It is not yet known if the new student laptops arriving in the Fall of 2010 will be loaded with Windows® Vista or Windows® 7 and campus computer lab updates will be examined on a case-by-case basis. We appreciate the continued patience of the campus as we prepare for Windows® 7.

Campus Wireless

Telecommunications and Networking (T&N) has been updating the wireless network in academic and administrative buildings and anticipates all buildings with the supporting infrastructure will be running on the new “n” channel by fall. “N” provides the fastest wireless access currently commercially available and will provide excellent connectivity.
Classroom Technology Support—Call ASK5000

If you are in need of technical support or to report a service need for a classroom please contact ASK5000, x-5000 or ask5000@uwstout.edu.

If you have training questions, please contact Jim Guenther, x-2625 or guentherj@uwstout.edu.

In addition, a work station troubleshooting guide is available: http://www3.uwstout.edu/lit/lts/clsrm_supt/index.cfm

2009 ASK5000 Helpdesk Statistics

ASK5000 recorded over 26,000 helpdesk tickets last year!

<table>
<thead>
<tr>
<th>Total Calls &amp; Visits</th>
<th>26,498</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask 500 Phone</td>
<td>3,725</td>
</tr>
<tr>
<td>Walk Up Helpdesk</td>
<td>14,948</td>
</tr>
<tr>
<td>Email</td>
<td>891</td>
</tr>
<tr>
<td>Self Service</td>
<td>2,469</td>
</tr>
<tr>
<td>Technicians Work Area</td>
<td>4,297</td>
</tr>
<tr>
<td>Inventory Area</td>
<td>168</td>
</tr>
<tr>
<td>Average number of walkup uses per open day</td>
<td>46</td>
</tr>
</tbody>
</table>

D2L Support for Instructors:

Monday - Friday, 8:00 a.m. - 4:30 p.m.

Instructors should contact the Learn@UW-Stout (D2L) Administrative Team for assistance.
Please call either x-5195, x-4038, x 5002, or x-5000; or email learn@uwstout.edu.

D2L Support for Students:

Students should call the Learn@UW Help Desk (Madison) at 1-888-435-7589. (Available daily, 6:00 a.m.-1:00 a.m.)

Don’t Forget to Shut Off Your Monitor!

We all know that we must turn off our computers at the end of the day, but many of us forget to power off our monitors. Simply hitting the power button on your monitors reduces your energy usage even further. Don’t forget about office equipment such as printers and fax machines, too. Where possible, the best way to ensure no energy consumption is to shut off the power on surge protect (power) strips.

Fall Student Laptop Image Creation Underway

Telecommunications and Networking has begun the process of creating the student laptop images for the fall of 2010 and will disseminate the anticipated software applications and versions to departments in the coming months for review and input. It is not yet known if the new HP laptops this fall will be installed with Windows® Vista or Windows® 7.
Software Tutorials and Training Resources

Software training is available from a number of online resources. Many of the resources include video tutorials and tip sheets. The online resources provide Just-in-Time training at all hours of the day and week and can easily be incorporated into workflow as the training is available from everyone’s workstation!

Microsoft Office related training:
• http://www.microsoft.com/windows/help-how-to.aspx
• http://lynda.uwstout.edu/

Tutorials for other types of software including Adobe products and LEARN@UWSTOUT(D2L):
• http://lynda.uwstout.edu/
• http://www3.uwstout.edu/lit/lts/learn/handouts.cfm
• http://www3.uwstout.edu/lit/lts/graphics/index.cfm
• http://www.uwstout.edu/training/

CommonSpot Implementation

The implementation of CommonSpot, the content management and publishing system for the university website, has progressed very well throughout the fall semester. All faculty and instructional staff have home pages available to them in CommonSpot, and we continue to offer training and documentation to faculty and academic departments. Over 150 staff have been trained over the last year. Over 90% of the UW-Stout website has been converted or is in process of being converted to CommonSpot.

Open training and labs for the campus continues throughout the Fall semester. Register for training at http://www3.uwstout.edu/webdev/commonspt_help.cfm (There are also open lab dates listed on this page that do not require registration.)

For more information about the CommonSpot assistance/help, implementation, website needs or questions, please email webmaster@uwstout.edu.

PeopleSoft Campus Solutions

UW-Stout is now in post-implementation support of PeopleSoft Campus Solutions. All modules are currently live (Campus Community, Admissions, Student Records, Student Financials, Financial Aid and Academic Advising) and PeopleSoft is the student information system for the campus.

All students and faculty access PeopleSoft Campus solutions via AccessStout. Students use Self Service, Student Center, to view their class schedule, financial aid, academic records, pay bills, etc. Faculty and Advisors use Self Service, Faculty Center, to view their class schedule, student academic records, advisees, etc. The last registration cycle accounted for over 90% of students registering on the web. Academic Advising will be rolled out to campus advisors and students this semester.

To request access to AccessStout (PeopleSoft Campus Solutions) submit a security request at http://request.uwstout.edu/. Your request will be reviewed and approved. Emails are generated throughout the process to communicate the status of your request.

Visit the project website for more information (http://www3.uwstout.edu/lit/ps/index.cfm), or contact Kay Schnur, schnurk@uwstout.edu, Project Manager.
PeopleSoft
Human Resources

There have been teams developed around data conversion, reporting, shared financials integration, training, security and change management at the UW-System level. There is UW-Stout representation on these teams as well. HR staff has attended training to learn more about the application and to provide feedback to the project team. They have also been involved in the implementation of training and Talent Acquisition Management. A final project plan is being developed for the implementation phase of the project. The implementation phase is about to begin once final approval and budget for the project is given. More updates on implementation timelines and project planning will continue throughout this year.

However, an expected implementation date has been set for the second quarter of 2010. Members of the UW-Stout project team include Wayne Argo, Kay Schnur, Bonni Falkner, Patty Cramer, Larry Graves, Grady Richartz, Ed Nieskes, Human Resources, and Payroll and Benefits staff.

UW-Stout Website ReDesign

UW-Stout has issued a request for proposal (RFP) to redesign the university Web site. The Web site redesign project is part of an effort to work towards integrated marketing, where different entities on campus will all have a similar look and feel so that the Web site is instantly identifiable as belonging to UW-Stout. This is a large-scale project, which will require the contributions and cooperation of the entire campus. The redesign process will take time to complete, but once completed, the Web site will be more interactive and provide better navigation options. Additionally, the redesign will take place within CommonSpot, our new Web content management software. Part of the redesign will include the company developing CommonSpot templates for the new design, which will help expedite the launching of the new Web site.

New . . . Server Request Form

T&N has made a server request form available to formalize and simplify the creation and setup of new campus systems requiring use of server. The new form can be found at: http://www3.uwstout.edu/lit/tn/serverhosting.cfm.

The eScholar Laptop Program

The eScholar Laptop Program completed its January deployment. Sasha King and Sali Mounce have been working to change the way the training is presented for laptop students, and that change will take place with this deployment. In the past, student workers from Learning & Information Technology (LIT) have provided the hour-long training to groups of 50 students in each of 4 rooms on campus through deployment. The training has now been developed using D2L (Desire 2 Learn, Stout’s online course management system), allowing students to take the training entirely online. When students receive a laptop, they will be assisted in turning on the machine, logging in, registering on the network, and getting into D2L. This will hopefully give them a head start into using D2L, as well as introducing them to the laptop training. They can then take as much time as they need to go through the modules of the training.

Placing the training online meets a number of needs. It allows laptop students to absorb information at their own pace, rather than rushing through it in a room full of people, and in a set number of minutes. It also gives the UW-Stout’s eScholar Program a record of who has taken the training and who has not. As students log into D2L and enter the course, that entry is recorded - this will also serve the students well during refresh because they will not have to retake training they have already been through. Having the training online allows us to provide the full training to students who arrive late to campus who miss the in-room training. It also provides training access to students who are off campus. It is planned that the online training will be available from the time a student first enrolls at Stout until graduation, allowing them to revisit information as needed, and get updated information as it is provided.
LIT MISSION . . .
LIT is UW-Stout’s steward of technology in support of education. We are committed to providing and maintaining secure, high-quality, reliable, and flexible solutions in alignment with UW-Stout’s mission and vision.

CORE VALUES . . .
We value people, our staff and the people we serve, through—

• Customer Service - Anticipating and responding to their needs.
• Communication - Building a collegial and trusting environment through open, honest, and ongoing dialog.
• Collaboration - Creating appropriate solutions, placing decision-making where it belongs.
• Partnership - Committing their resources along with ours to use and support information technology.
• Innovation - Researching advances in technology and applying them across the university.
• Leadership - Guiding the campus as our technology landscape evolves.

VISION . . .
Education and technology serving people.

GOALS . . .
• Foster an environment that promotes effective internal and external communication.
• Create models of collaboration to work with the campus community that leverage resources and address priorities.
• Provide reliable, secure, customer-focused delivery of services to the campus community.
• Research, review and evaluate technology for effectiveness and efficiency to support the goals of the University.
• Provide leadership, guidance and support to the campus in technology implementation and utilization to effectively enhance teaching, learning, research and administrative outcomes.
• Develop inclusive support structures for project management.