Rebranding ASK5000

The name “ASK5000” was chosen in the mid-90’s to help users remember the phone number for the computer and telecommunications helpdesk. It was a great idea and the name served us well for many years. When student phone lines were eliminated in the residence halls and as more students began contacting the desk via email and self-service we began to wonder about the relevance of the number and if our function was a bit unclear with no reference to “technology” in our name. After much consideration, we have decided to retire the ASK5000 brand for the more descriptive “Technology Help Desk.” The new name is not as much fun to say, but it does reflect who we are and what we do. We expect the legacy of ASK5000 to be around for a long time, we are not changing the phone number, and will still respond to ask5000@uwstout.edu, but we’ve added techdesk@uwstout.edu as our new, preferred-for-publication email address. Happy trails, ASK5000, we’ll never forget you!

As always, our webpage can be found at:
• helpdesk.uwstout.edu

New Employee Marie Pardun

Marie joined the Enterprise Information Systems area in LIT in January 2015 as an IS Development Services Senior. Her primary duties include PeopleSoft campus solutions (AccessStout) support and Hyperion reporting. Marie received her Bachelor’s degree in computer information systems from UW-Stevens Point. After receiving her degree, she worked at Menards as a point-of-sale programmer. Before coming to UW-Stout, she held a programmer position at Great Northern Corporation in Chippewa Falls.

Marie is originally from Rhinelander and currently resides in Chippewa Falls. She has fun with her three dogs and enjoys spending time with family and friends. Marie can be reached at pardunnm@uwstout.edu or by phone at extension 2285.

New Furniture in the Technology Helpdesk

The furniture in the technology helpdesk, original to the building and scavenged from all over Millennium Hall, has long been in need of replacement. Thus, room 109 is finally getting a face lift as well as a new desk. The new desk has standing-height stations for quick visits and better seating for longer stays. We enjoy having a more convenient facility from which to serve the campus.

The walk up helpdesk is open to all UW-Stout faculty, staff, and students and is a great way to get quick service when it is convenient for you!

Managing Junk Mail

Unfortunately, junk email is a modern nuisance for all of us. The LIT team does its best to ensure delivery of legitimate email to users’ inboxes, but cannot guarantee that some valid emails will not end up in the junk email box. A helpful tip is to add the junk email folder to your Favorites list so it appears at the top of your folder list where unread message counts are more visible.

In Outlook or the Outlook Web App, just right-click the junk email folder and select “add to” or “show in” Favorites. Emails in your junk email that you want to be delivered to your inbox can be right-clicked on; a number of options for delivery will be listed under the junk menu.
Microsoft Office 365 for Education

UW-Stout's Microsoft licensing allows students, faculty, and staff to install Office 365 Education for free — on up to five devices! Office 365 Education includes full versions of Word, Excel, PowerPoint, Outlook*, OneNote, Publisher, and Access and can be installed on Windows, Apple, Android and iOS devices. Eligibility is based on enrollment for students and employment for faculty and staff. As long as a user is active, Office 365 Education can be installed and used. Please note that installation on personally-owned devices and computers is the responsibility of the user and technical support will not be provided through UW-Stout. An internet connection is required for installation. Users are strongly encouraged to check minimum hardware requirements prior to installation. For more information, visit:

- [www.office.com/getOffice365](http://www.office.com/getOffice365)

*A note about Outlook for iOS and Android: Because Outlook for iOS does not support the campus’ mobile device policy it will not work with a Stout email account.

Incompatibility with Android and iOS Outlook apps

The mobile, iOS and Android, versions of Microsoft Outlook are currently not able to be used to check Stout email accounts. Stout’s mobile device policy requires a password/passcode lock that cannot be enforced for the Outlook App. This policy is meant to lessen the likelihood of sensitive information being compromised via a non-secured mobile device. Microsoft has announced plans to resolve this incompatibility, but no date for release has been shared at this time.

UW System Learning Technology Development Council (LTDC) Learning Forums

The LTDC Learning Technology Forums are held in a Blackboard Collaborate session that is open to the public on the second Thursday of each month, from 10 – 11:00 a.m. Please plan to join the session at least 10 minutes before to test the web and audio connections into the meeting. Just use your name to join the session.

These sessions will be recorded and available for later reference. More information and topics are available from this site:

- [https://www.wisconsin.edu/systemwide-it/councils/ltdc/events-conferences/](https://www.wisconsin.edu/systemwide-it/councils/ltdc/events-conferences/)

LTDC Virtual Showcase 2015 April 9 and 10, 2015 (Free!)

The LTDC Virtual Showcase is a conference held entirely online. The showcase will be on April 9 and 10. Join your colleagues from across the state — virtually. Curtis Bonk and Sarah Horton will be the featured keynote speakers. Share successes and challenges in teaching with technology, and interact with peers with similar experiences. No travel — or cost — is involved.

- [https://www.wisconsin.edu/learning-tech/events-conf/vc2015/](https://www.wisconsin.edu/learning-tech/events-conf/vc2015/)

There’s A New Tool in Town: My Media

UW-Stout has a new multimedia management system integrated with Learn@UW-Stout called My Media. My Media can process and hold various types of media. This repository can be personal or shared in a Learn@UW-Stout course. Instructors can record mini lectures from their webcam, do screen recording for demonstration, voice over PowerPoint, or upload previously created video. These videos are then stored in the instructor’s own “My Media” repository.

Content in My Media can be shared in news, course content, assignments, lectures, etc. to enrich and improve learning and teaching. For example, instructors can include video or audio in an assignment or content item, and students can use videos or audio to respond to discussion posts. Students can also submit video assignments to the course Dropbox.

My Media works on all major browsers and with most online supported video formats. My Media tutorials are at:

- [http://www.uwstout.edu/lit/services/instructional/tutorials/learn.cfm](http://www.uwstout.edu/lit/services/instructional/tutorials/learn.cfm)

Gathering Room in 205 MLNM

Join your colleagues to participate in the virtual showcase on April 9-10, or tune in on your own! Times are from 9:00 a.m - 2:00 p.m. and 3:00 - 3:45 p.m.
Analog to digital migration in classrooms...say goodbye to VHS

Learning Technology Services is migrating general classroom technology from analog to digital media devices. We want to inform instructors utilizing VHS video tapes in their classroom instruction that we will no longer be replacing or servicing VCR devices in classrooms. Classrooms will continue to be equipped with DVD players as part of the teaching station configuration.

Learning Technology Resources has been working closely with Cory Mitchell at the University Library, to assist instructors with exploring possibilities of locating media in digital formats, including seeking permissions to convert from analog to digital.

To ensure that instructors have a digital equivalent media for VHS tapes, we encourage them to contact Cory Mitchell as soon as possible.

LTS Spring 2015 Workshop Calendar

Learning Technology Services provides instructional technology and teaching workshops in a variety of formats. The Workshop Calendar is updated often. Please check out the offerings including topics, dates and delivery method at:

• http://www.uwstout.edu/lit/services/instructional/training.cfm

UW-Stout Emerging Instructional Technology Lab

Did you know that Millennium Hall houses an Emerging Instructional Technology Lab? Opened in the fall of 2014, this lab offers hands-on trials with a number of hardware and software items. The Emerging Instructional Technology Lab (EITL) is located in 102 Millennium Hall, just inside the first floor building entrance near the HelpDesk. If you’re curious about what’s coming or what may already be here, the EITL would be a good place to check out! And, if you have some ideas of your own for new technology, let us know! For more information or to share a suggestion, contact hendersonj@uwstout.edu

Free Learning Objects Resource

An LTS-maintained resource where educators and students can find free, public domain, and Creative Commons licensed materials that can be used both in the traditional face-to-face classroom and the ever-growing online classroom. Although there are many other free resources available, this wiki focuses primarily on rich media, including photos, videos, animations, and music files.

Although there are provisions for use of digital images and media covered under fair use guidelines, the scope of these provisions becomes more narrow when instruction is moved from the face-to-face classroom to the online classroom. While the Technology, Education, and Copyright Harmonization (TEACH) Act attempted to loosen some of the restrictions imposed on distance education, there are still provisions that may limit an instructor’s legal use of rich media. It is important that instructors in distance education become acquainted with the TEACH Act and other copyright and fair use laws that govern the use of rich media in their online classes. In addition, many instructors may not be aware of many free resources that are available to them through public domain, Creative Commons licensing, and other free mediums. By listing resources here, instructors may find resources that are of value to them and may enhance their courses through the use of these materials.

• http://freelearningobjects.wikispaces.com/

LTS College Consultants

Not only do LTS College Consultants assist instructors with the Learning Management System (formerly D2L), they also provide training on various instructional technologies and teaching topics. Office visits are personalized training sessions for one or two instructors usually provided in instructors’ offices by a consultant. Consultations vary in length but are typically one hour long. The UW-Stout college consultants are:

• Arts, Humanities, and Social Sciences - contact Mike King, kingm@uwstout.edu
• Education, Health and Human Sciences – contact Rich Berg, bergr@uwstout.edu
• Science, Technology, Engineering and Math – contact Dave Boisen, boisend@uwstout.edu
• Management – contact Sali Mounce, mounces@uw-stout.edu
LTS Blog
Offering a range of services, Learning Technology Services partners with faculty to provide expertise, training and support to assist instructors with incorporating instructional technology into teaching practice, and creating technology-enhanced instructional materials.

Learn more about what the LTS College Consultants do on the Learning Technology Services blog, featuring news and updates related to learning technology.

- https://ltsuwstout.wordpress.com/

UW-Stout Mobile Application Updates
The UW-Stout Mobile Application continues to have new functionality and improvements added. The app is a collaboration between the Enterprise Information Systems (EIS) and Office of Integrated Marketing staffs, and DubLabs, who is the technical partner in providing the application. Also, campus departments are involved as new features are developed.

What’s New?
► URec – University Recreation mobile site

What’s Coming?
► Add/Drop – add or drop courses, including direct registration (bypassing the shopping cart) and swap (a drop and an add in a single transaction)
► Email integration
► OrgSync – Third party mobile site for student organizations.

Our staff continues to work with Dub Labs to add additional functionality to the app. Feedback from the campus and usage reports will help determine future content.

Who’s Using the App?
► Approximately 60% are iPhone users and 40% are Android users. This remains constant since the initial release in January 2013.
► Most popular features (in order of usage) are Courses, Bus Tracker, Laundry, Learn@UW-Stout, Dining and Full Site.

Visit the project website for upcoming implementation of enhancements and features for the mobile application:
- http://www.uwstout.edu/lit/mobile-app.cfm

Do you have an idea for a new feature? Submit a comment or suggestion at:
- http://www.uwstout.edu/mobile-apps.cfm

-- where you can also find information about and links to the new app. You can also scan the QR code (on this page) with your device, to be routed to the appropriate app store.

Our Mission
Learning and Information Technology is UW-Stout’s steward of technology in support of education. We are committed to providing and maintaining secure, high-quality, reliable, and flexible solution 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 our customer 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.