New This Fall

Classroom Upgrades
All generally scheduled classrooms were updated with new computers this summer, and 52 classrooms received new projectors. The new projectors are brighter and easier for support staff to manage remotely.

Portable Labs
Two more portable lab carts have been purchased and configured to provide Dell laptops to the Administration building and Elkhart Center classrooms. Also, a MacBook portable lab for Greenlawn Hall will be ready for fall. This makes a total of five portable labs that are available for checkout within Northside, Wiekamp, Greenlawn, Administration, and the Elkhart Center. To use the carts or one of our computer classrooms, contact the Support Center (HelpDesk) at x5555 at least one week in advance. Please provide the day, time and size of your class so we can find the right fit for you and your students.

Wireless Printing
Students are now able to print from their wireless laptops to STC printers on campus. The locations that will accept wireless printing are the Information Commons, NS 0040, DW 1225, and the Elkhart mini lab. Printed output must be released through GoPrint. Instructions specific to IUSB can be found in the Knowledge Base (kb.iu.edu) when you search for “wireless printing”.

Library Enhancements
Large display screens have been mounted in eight study rooms of the Library 4th and 5th floor to provide a collaborative environment for students working on class projects. Students can connect their laptop to the display monitor so the group can view their work.

Three iMacs will be installed in the Media Commons on the 1st floor for additional student work space.

Color Printing
Students will be able to print color documents this fall. Color laser printers are being installed in the open Student Technology Centers (computer labs), including NS0040, DW1205, Information Commons, GR132, and Elkhart. The cost per page, charged against the student allocation in GoPrint, will be $0.50.

DW1001 Upgrade
Plans are underway to improve technology in the DW1001 lecture hall. A higher quality projector and better ceiling speakers have been installed, and more upgrades are planned for the fall semester.

Wireless Upgrade
Telecom began the project of improving wireless on campus six months ago. An additional 72 wireless access points were strategically placed in all buildings from housing on the south side of campus to the Administration building on the north. Users should now find wireless access more pervasive, but please continue to let us know if you find any areas with a weak signal.

Name Changes
Several name changes will be implemented this fall to more clearly define resources or services provided. Please bear with us as we endeavor to make these changes to existing and future documentation, signs, and our own vocabulary.

- IT will now be referred to as University Information Technology Services (UITS)
- Computer Labs will now be referred to as Student Technology Centers (STCs)
- The HelpDesk will now be referred to as the Support Center.
- The campus printing services will now be referred to as TitanPrint, which includes all of the tools such as print management (GoPrint), Print Finder, the STC printers, and the process for allocations and reimbursements.

New “Green” Posters
A grassroots sustainability initiative was started this summer on our campus, thanks to Dr. Marianne Castano Bishop, with help from Kathleen Weidner and Bev Church, and in consultation with Dr. Mike Keen and Dr. Deb Marr. You will notice that on top of the tech desks in our classrooms and instructional labs is a laminated poster with suggestions on what you can do as our campus goes green. Turning off lights and overhead projectors as well as computer monitors could help reduce our individual and campus-wide carbon footprint.

Reducing our electricity consumption can improve our air quality and overall carbon footprint. Be part of our campus-wide green initiative!

Highlights of this issue:
From the CIO

Dear Campus Community,

In March I was honored to become part of the IU South Bend family when IT Services became part of University Information Technology Services (UITS). I must say I am very impressed by the pride, teamwork, and genuine sense of commitment to success that pulses through the campus. Faculty, students, and staff are excited about their work and the campus climate is extremely positive. During my many years with Indiana University I always enjoyed working with IU South Bend and now I am very happy and proud to say I am part of the campus community. Thank you for making me feel welcome!

The UITS staff have been very busy this summer updating and reinforcing the campus wireless network, installing classroom technology upgrades, and increasing student access to technology in the Library. This coming academic year the staff are looking forward to partnering with the Library, Marketing, Physical Plant, and the Campus Police Department on projects such as the new campus web site, digital signage, and expanded support services. We are excited about collaborating with schools and departments to empower and support the success of faculty, students, and staff, and ready to leverage the skills and expertise of IU IT professionals across the state. Our goal is to provide expanded and distinctive information technology services and support, and I sincerely appreciate your feedback on our progress.

All best wishes for a rewarding year,

Beth Van Gordon
Chief Information Officer

CTS and IMS Merge Under UITS

Executive Vice Chancellor Alfred Guillaume and CIO Beth Van Gordon are delighted to announce the blending of Instructional Media Services (IMS) and IU South Bend IT Services into one campus service organization. This consolidation leverages the audio/visual, media production, and classroom technology expertise of the talented professionals in both organizations and represents the last adjustment to the larger reorganization that took place in March of this year when all regional campus IT organizations became part of University Information Technology Services (UITS).

Jim Yocom has accepted the position of Director of Instructional Media Services. In this role he will report to Beth Van Gordon and will continue to direct Media Services as well as Classroom Technology Services. In the short term, processes to request services will remain unchanged. In the long term, support and services will be enhanced as the teams leverage each other and the strengths of all IU campuses’ information technology professionals.

This new combined structure of IT and IMS promises greater efficiencies and the opportunity to leverage and sustain expanded, consistently distinctive media and classroom support. Alfred and Beth welcome your feedback as this new structure evolves. Please stay tuned for additional information as the team works to create a world class Instructional Media Services department.
Meet the staff....

Dorothea Solymosi is the database manager in the User Support department. She came to IU South Bend to work in the Business and Economics division in 1991 and joined the IT team in 1999. Dorothea has designed and maintains most of the databases on campus including the IT inventory, the phone billing system, the Copy Center billing system and the Student Services database for tracking student use of services. Here are her responses to our get-to-know-the-staff questions:

What do you like about working in IT at IUSB? I really enjoy working with the staff in the IT department at IUSB. They are the best group of individuals that I have ever met.

What brought you to IUSB? My employment with universities started when I was 17 years old at University of Detroit School of Dentistry. I was drawn to IUSB because I enjoyed working in the academic setting and wanted to complete my bachelor’s degree.

What do you like to do in your free time (hobbies, interests)? Since I have two boys (4 and 8) I really don’t have much “free” time. I enjoy just being with my family!

Can you tell us something about yourself that might surprise others? I have a fraternal twin sister. Diana is 16 minutes older.

Joel B. Langston is a multimedia consultant in the Instructional Media Services department. His expertise in multimedia production helps to ensure that faculty, staff and students are able to include media-rich content in the process of teaching and learning. Joining us in the fall of 2008, Joel has played an important role in managing the student multimedia production studio located in the library, and has produced a wide range of valuable videos for the campus.

Here are his responses to our get-to-know-the-staff questions:

What do you like about working in IT at IUSB? The best part about my job is when I get to see the "aha moment" dawn on people’s faces. They come to us with a question or problem, we discuss it with them, show them a demo and then at some point they really start to get what we’ve been talking about and you can see it in their eyes ... A ha!

What brought you to IUSB? I moved to South Bend, following my girlfriend who got a job at a video production company here in town, from Los Angeles, where I worked in the film industry as the Chief Lighting Technician for a number of films. After a short time of working in some warehouses I saw the posting for my current position and applied. The rest is history.

What do you like to do in your free time (hobbies, interests)? In my free time I am an avid gamer and really love spending time with my ladies (my girlfriend Lynn, and my two daughters, Dune and Clover).

Can you tell us something about yourself that might surprise others? Both of my daughters were born in the dining room of my house with a midwife in attendance.
Coming Soon....

**WCMS**
By now, you have probably heard something about the Web Content Management System (WCMS). It is a web-based method to edit and publish websites without the need for special software that is available from anywhere in the world and makes things much easier. Training for users and the migration of sites will occur soon. This is an exciting and much needed change for our campus.

**Additional computers in the library**
UIITS, working with the Library and Facilities, will provide an additional 36 computers on the 2nd, 3rd, and 4th floors of the library. Students have requested that more computers be available to them and they tend to choose the library as their favorite place to go for network access. New computer desk units, similar to those in the Information Commons, will replace the existing large round tables that are rarely used. This project is expected to be completed by the end of the fall semester.

**Support and Updates for Departmental Classrooms**
This summer we assumed responsibility for the support and equipment life-cycle funding for a number of departmental or specialized classrooms and meeting rooms. The list includes NS124, NS148, NS149, NS207, NS245, GR201, RS146, SAC223 and SAC225. If you need assistance while in any of these rooms, please contact the Support Center. We are putting together a plan to upgrade the rooms in need of technology by the end of the fall semester.

Did you know?

**Laptop Option for Faculty and Directors**
In March of this year we began a new policy of offering laptops (either Dell or Mac) in lieu of a desktop for all full-time faculty and administrative staff at director level and above. As a kick-off, until June 30th the switch to a laptop could be made no matter where your current computer was in its life cycle. During that time we had 45 faculty requests to switch; 28 were for MacBooks, and 17 were for Dell laptops. For more information about this new policy, visit the following url: http://www.iusb.edu/~sbit/laptop-guidelines.shtml

**Database Support**
Could a database ease your workload or organize your department’s information? Do you have an old database that needs a make-over? Let us help you with it. Send your request to the Support Center (helpdesk@iusb.edu) and we’ll discuss your options.

**Calendar Scheduling of Conference Rooms**
Would you like to schedule your conference room online in Outlook/Exchange? Scheduling your room or rooms can be easy and efficient. Have them configured in Exchange to your specifications. Contact the Support Center and we’ll be happy to work with you and provide the appropriate restrictions and permissions.

**Turning Technologies**
Indiana University has an agreement with Turning Technologies to facilitate the use of Turning Technologies products on any IU campus. This agreement provides instructors with the ability to use a student response system in any of their courses. The Turning Technologies software will be available on all classroom computers beginning this semester.

**Copy Center Under Facilities**
As of June 2011, the Copy Center and all responsibilities for the departmental copier/printers (MFDs) are under the umbrella of Facilities Management.

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