

Division of Information Technology
Report to the Academic Technology Committee
March 20, 2008

1. After discussions with the Deans and Provost, it was decided that rather than rushing through the implementation of faculty on the Exchange server for e-mail, it would be wiser to wait until Fall 2008 semester.
2. The printing quota pilot system was implemented over spring break, and there have been very few comments sent to IT from students thus far. IT is working with Academic Affairs on acquiring the ExtremeZ-IP package to handle the Mac population better.
3. Michelle Houck has been hired as our new Windows Server Manager. Michelle is a U.S. Army veteran, has her Bachelor's degree from American International University, where she is also pursuing her Master's Degree in Information Security. She has a wealth of Windows experience at a number of companies and is a welcomed addition to IT. With this position now filled, IT is fully staffed at our complement of 27 for the first time in well over 3 years.
4. The Cable Television RFP Task Force has been meeting and hopes to complete the RFP document in the next week or so.
5. An assessment was completed under a contract with Lerro to examine the Academic Forum to see if there are any design issues that may impact the operation of the A/V equipment in the classrooms. One issue was identified, the use of the USB Extenders specified by SMW, Inc. in the design phase of the building, which Lerro felt could lead to some instability and data communications errors. The alternative recommended by Lerro will be ordered. Also, we are investigating the separation of the document camera and the tablet PC and putting two separate control buttons on the Crestron panel. This requires an additional network cable between the lectern and the equipment closet and we need to verify that the conduit can accommodate another cable.
6. In addition, items that were changed over the Christmas break have yielded positive results in the Forum:
 - a. The addition of the "Reset" button on AF lecterns has greatly simplified the process of restoring the classroom environments to a "ready" state for each professor; this addition was implemented as a result of faculty request.
 - b. The two-computer setup was swapped out for a more reliable "dual-boot" Macintosh computer; this modification eliminated 95% of our switching issues while allowing both Windows and OS X users full operability.
 - c. The PRS systems are being used more extensively in the AF classrooms, and are showing much greater reliability due to the implementation of the dual-boot computers.
 - d. Issues with lighting and wireless microphone function have been resolved.
 - e. New, more reliable Kensington remote presenters are now available in all AF classrooms; these new "remote mouse" instructor devices have eliminated problems caused by previous devices.
 - f. Projectors are now on a weekly cleaning/maintenance schedule to ensure reliability; support calls regarding projector "flicker" have disappeared.
7. The network projects that are anticipated for the summer are Core Switch and Bandwidth upgrades, Sharadin renovations (impacting Classroom Tech, Labs, Offices, Infrastructure), establishing network and telephones in Dixon, faculty office renovations in Old Main and elsewhere, a replacement for Cisco Clean Access called Impulse, which returns routing to our Core switches and does about the same thing as Clean Access, Psych Lab wiring/wireless in OM 296/297.

8. Anticipated server projects are largely upgrades for distributed administrative systems.
9. In the Help Center area, we expect a significantly larger than normal amount of computer moves over the summer. Both the Help Center and Classroom Technology areas will be heavily involved in implementing many Instructional Technology Fee projects over the summer.