March 2010

Campus Technologies Services

Campus Technologies (CT) is the combined resources of Technical Services; Network Operations and Helpdesk (including www, email, desktop services, real video, firewall, wireless, security and admin services and a host of others); Telecommunications (including video-conferencing, phones, voice mail, cable television, and Fiber and copper cable infrastructure); Web and Applications Development (including web development and administration), Multi-Media Resources (including A-V, television studio production, digital video, photography, and audio), Instructional Development, Training for faculty and staff; and Administration (including campus-wide technology purchasing).

Goal 1: Improve the academic quality of Mansfield University.

Maintain 1000+ desktop computers for faculty and staff, work study areas, classrooms, labs, special support (2D)

Provide the safety net and infrastructure for Residence Life students to be connected to the campus network and services for 1800 personally-owned computers.

Provide/maintain and update Desktop Services (RYE server) for a more stable desktop environment for all users. (4B)

Graphics workstation area on first floor of Library for students. (1B)

SPAM filter Barracuda appliance tested for SSHEnet and implemented locally reduces SPAM by 90%. MU receives 17,000-20,000 emails an hour on an average day. (4A)

Blackboard services to 4000 students and faculty through connection to PASSHE. (4A)

BlackBoard to Desire2Learn conversion for all faculty with Course Enrollments from 2007-2010 semesters, training transition, and Perceptis 24 hour helpdesk changeover. (4A)

Specialized support to CIS program, network lab, Business classroom/lab. (1B)

Geology technology integration and lab. (1B)

Allen ART lab and auditorium. (1B)

Integration of technology in Education (smartboards, scanning, Livetext, Sharepoint, Learning Management Systems)

Field Experience System, web-based custom application for Education. (1B)

Math lab (EH113) with Student Technology Fee. (1B)
Two labs in Robert Packer Nursing with Student Technology Fee, Printer support, support for all faculty in the Packer program at Sayre. (1B)

Digital Music Technology Lab and Digital Audio Lab in Butler with Student Technology Fee. (1B)

Provide a 2-day Springboard and online teaching workshop for faculty. (2C)

Annual documentation/web to launch TechConnect for students and Orientation. (2D)

Summer School WEB custom application for CLL.

BlackBoard transaction systems servers, database, software maintenance, user authentications and hardware integration with vending, dining, printers, etc.

Maintain the TV studio and Video Editing Lab (AVID) for the campus and Communications students training on use of the equipment in video and audio production.

WebAdvisor (server group) provides web-based integration to Datatel student information services for 4000 users.

Exchange (email server group) provided unified messaging services for 500 users. Live@edu (Microsoft email for students) provides email for 3500 students.

Laminations, large format and specialized printing and graphics for faculty, staff, and student presentations art conferences and special events.

Datatel (CLOVER server group) services for student information system used by every office and faculty on campus.

Goal 2: Provide a unified Mansfield Experience for our students.

Faculty Technology Survey to align desktop and classroom technologies with instructional computing strategic goals. (4A)

On-line syllabi process for Provost Office. (2A)

Software and hardware upgrades annual upgrade to campus labs. (1B)

Faculty approval to register process custom application. (1B)

Provide enhancements to Datatel student system for advising, block registration, and data entry of applicants. (1B)

Program to lift restrictions on Add-Drop for upper level students (over 60 credits) and other procedural special development changes. (1B)
Data feeds from student information system to PASSHE, Library, BlackBoard, TRIO, Blumen, Counseling, KFC, etc daily.

Remove Social Security as identifier for Library patron loads. (3A)

Move student directory look-up behind My.Mansfield for student safety concerns (PCSW). (3A)

Creation of My.Mansfield to include other documents for campus only use. (3A)

PSECU Bank Branch installation and integration with our network for Mansfield students, faculty, and staff. (1B)

Dining services integration with the campus network. (1B)

CCSI and Bookstore integration with campus network (1B)

BlackBoard security, PCR, Identity, One-Card integration with campus and Sayre community. (1B)

Campus Security camera system for Parking Lots and monitor station for campus police and BlackBoard security for Residence Life.

Blumen server and database, database loads to track TRIO students progress.

Classroom setup with faculty for new technology tools (software and hardware).

Video and audio editing for faculty.

Instructional tool and learning management system support for faculty.

Authentication, backup, security, upgrade services for all campus-wide delivery.

Mansfield.edu domain authority.

Coursework (server) and Sharepoint (server) services provide integrated storage for instruction and shared administrative services.

**Goal 3: Continue to foster diversity.**

Instructional video for connection to campus network for visual learners. (1B)

Public relations video production for Marketing, Public Service television, commercial television.

Created student organizations sites (Student Affairs) in Learning Management System Community portal and on the WEB for Greeks, Latin American Students Organization, The Gay/Straight Alliance and others. (2B)
Create/Maintain Sharepoint services for departmental integration and services (ex: H-R searches and Music Lessons).

Athletic event video-tape and streaming for Athletics conference.

Co-curricular transcript application development and web input for Student Affairs.

Alumni community integration for Advancement.

Facilitate exchange with user groups (Admin Users group, Academic IT Committee) incorporating users suggestions and requests.

**Goal 4: Increase our resource base and deepen investment in development of students, faculty and staff.**

Digital Music Lab with Student Technology Fee funds in Butler. (1B)

Integration of Pitney-Bowes software to expedite shipping and fixed asset tracking. (4A)

Adirondack Judicial software installed/maintained for Residence Life. (4A)

Adirondack Housing system installed/maintained for Residence Life. (1B)

Assist with Orientation of new and transferred students. (1A)

MapWorks to track retention of students. (1A)

BlackBoard transaction system installed/maintained for Residence Life.

Wireless infrastructure in all Academic buildings. (2A)

WEB wireless.mansfield.edu resource including FAQ and set up online for students for all operating systems. (1B)

Wireless hotspots for internet community created for students in North, Manser, Butler, Elliot, AHUB, and Memorial Tech Deck (external wireless) and all Residence Halls. (1B)

Wireless General Education “20-user classroom” carts in Elliot with Student Technology Fee. (1B)

Wireless infrared survey devices (clickers) available to all faculty for classroom signout (Turning Point). (1B)

Wireless electronics lab and wireless Physics Lab in Grant Science. (1B)

Language Lab and Writing Lab in Belknap.

Student technology web pages redesigned to provide better information for student orientation. (4A)
Summer School Web recruitment. (4A)

Online confirmation for better data on incoming students for any semester. (4A)

Annual Faculty survey of instructional needs in on-line format for Middle States. (4A)

MS Exchange for faculty and staff – email for 4000 accounts. (2A)

Live@edu email for Students and Alums since 2004. (2A)

PASSHE active directory integration services for connection to ESS, SAP, Data Warehouse, etc

Admissions email system for enhanced recruitment efforts and student communications to save 50% of direct mailing costs. (2D)

Automated admissions web application and Direct Estimated Financial Aid postings save 70% of manual entry time. (2D)

Upgrade PBX (Phone Switch) to latest software releases. (2D)

Voice over IP buildout for all campus buildings. (2D)

Doane 24-hour lab for students. (2D)

Coursework server for academic classroom computing services; Sharepoint resources for faculty and student large project audio, video, and print projects. (1B)

Print Cost Recovery services in all 30 labs, Jazzman’s, Sayre and tied to a web-based print selection tool to print anywhere on campus. (4A)

Uninterruptible power source, building and floor switching, phone, wireless integration access points, and backup for all wiring closets in every building on campus for network stability and control. (2D)

Web applications to provide new services for King/Queen candidate voting, Student Government elections, Sports Information Pages, Media Services, Student Services, Faculty- Staff portals, Wireless at MU, Provost portal, Administration and Finance portal, Student Affairs portal, Career- Services. (1B)

Packeteer appliances on network to preserve bandwidth and cutdown on file sharing violations by students and faculty, while still attempting to allow bandwidth for recreational gaming in off-peak hours. (1A)

BlackBaud server and maintenance for University Foundation with Financier software and Alumni software for Advancement.

BlackBoard server for dining services and automated loads.

Adirondack server and software for Housing; Maintenance system for Housing.
Enterprise Management System (EMS) for building and resource scheduling and automated loads.

Remote desktop services and helpdesk support for all offices and students.

Assistance with audio, video, printing, web projects for all offices, faculty, retirees, community outreach and students.

Connections and maintenance to telephony, voice mail, computing, network, Internet, wireless for every room on the campus and exterior wireless and security.

Integration for the campus computing with PASSHE SAP system and data warehouse system.

Online web applications to deliver invoices, statements, financial aid award letters, email of academic dismissal, etc. for the student experience. (cut mailing and printing costs)

WebAdvisor server and application for student web registration, bill payment, financial aid, advising, grades, etc

Overdue notices online for the Library. (cut mailing and printing costs)

RuffaloCody Advancement Telethon integration annually on analog lines.

Faculty exam scanning and opscan maintenance.

Wellness Challenge web application for H-R.

Maple first-year experience classroom and lab creation.

Facilitate computer moves for shuffling faculty, staff, and buildings.

LaserFiche image processing server and application to eliminate historical paper records and transcripts.

Leadership, Career Center, Internship tracking web applications and reporting systems.

Surveys creation and delivery for faculty and staff.

Research and development and integration and training for new instructional technologies (smartboards, turning point, cameras, scanners, development of Johnny-5 classroom system).

Twitter, FaceBook, YouTube, podcast.mansfield.edu presence for Mansfield; Mansfieldien online for Public Relations.

Automated processing of software and security updates (WSUS server and applications) for all campus-owned computers.

Daily backups of essential services for Disaster recovery.
Solar Winds server monitors all network devices alerting us when a building/floor/essential device is down for pro-active recovery.

Temperature alerts when air conditioning reaches unacceptable levels to campus police from network center.

PASCO server for fire alarms and automated heat/cooling controls installation and maintenance.

Maintemizer work order system for facilities server and maintenance.

Connections to SSHEnet and other PASSHE campuses via network, video conferencing rooms, personal conferencing (Skype), Wimba video conferencing, voice conferencing.

Centurion Guard server, Ghost Console server, Deep Freeze server lockdown and automate sessions across campus for reduction of electrical services, air conditioning from room overheat, virus control, automated reboot to deliver new functionality.

Manage conference room technologies, Straughn auditorium, setup and tear-down for variety of events.

Planetarium technology assist.

Mobile-TV studio for live video feed.

Nutrition server for Dietetics program install and maintenance.

MAC server for Music install and maintenance.

Cable headend connections in Allen hall with Blue Ridge.

Manage physical telecom connections and relations between our PBX and Verizon (or whatever current supplier).

Housing selection web-based application for Residence Life.

Informer server and reporting software for the student information system ad hoc reporting.

Creation and build of Kiosk systems for Student Affairs (student email and web services).

Mansfield-pride screen saver for President’s Office.

Wireless PDA attendance system for Music.

Web-based new faculty handbook and other tools.

MyAccounts, Welcome-Back and other tools for students web-based.

History of Mansfield and other video postcard creations for Admissions/Marketing.
Acalog on-line catalog.

AcademyOne transfer equivalencies for Admissions.

eCommerce payment card integration, Official Payments integration for financial compliance.

80 classrooms with integrated technology services.

Mobile-phone extensions from office phones.

Video-feeds for the Kelchner Fitness Center.

National presentations at Datel User’s group with Enrollment Services on DegreeAudit implementation.

Pharos server and mobile printing for students.

Accuplacer and Math placement exam automation for Admissions.

Defibrulator upgrade for Wellness program.

PASSHE applications data loads.

RSS feed automation for Podcasts from Public Relations.

Campus security procedures for Lockdown in a campus alert.

Outdoor Film and audio facilitation for Residence Life.

Hosted SQL server reporting from data delivered back to campus from PASSHE for Finance.

WETM live campus cam from Butler.

Legal Association IP videocasting.

Odyssey of the Mind facilitation and web server.

Online course evaluation file load for Institutional Research.

Virtualization of servers to reduce footprint in the Network Room, reduce energy consumption, and air handling needs.

Kodak scanstation server and units for Education, Admissions.

Google analytics monitoring and report delivery to track success of web page deliveries and provide data for marketing analysis.

Technology Fee budget and order handling, order of all campus technical equipment and tracking.
Web Content system server and maintenance for web development (Hot Banana).

IT Faculty Technology Committee, PowerPoint Users Group for faculty, and Informer users group for Datatel users, and Administrative user’s Group for campus constituencies training and communication.

Voice Path ring-down for communications in One-stop shop and campus 800 calling.

Electronic Audio Reserves (EAR) server for the Library.

Online Housing application web-based service; Online roommate selection process.

i-Talc (classroom management) for computer labs.

Datatel student information system servers and maintenance, programming and reporting from database for all student services and integration with PASSHE services.

I-Tunes University for faculty podcasts.

Teardown, move, and re-connect all computing, phones, catv, email, and networking in any campus move.

Facilitate the technical integration of data when notified of hires, moves, deletes for any employee or contractor.

**Goal 5: Expand our leadership role in the Mansfield Community.**

E-911 loading for the campus to the Tioga County emergency database. (3B)

Campus phone and voice mail for 1500 extensions, patches, contracts, integration with Ericsson and Frontier.

Level 3 management with PASSHE for internet services.

Design for campus wiring (voice, data, video, wireless, wiring plan, network integration, fiber needs, repair, new construction, docs).

EduCause, etc and PASSHE survey participation for benchmarking services data.

Middle States, NCATE, various accreditation team participation and data delivery requests.

Technology plan for Mansfield in conjunction with PASSHE and MU Strategic Plan.

Cell phone services (Verizon) availability to the campus. (3B)

BlackBerry Enterprise Server connected to Exchange for email to the cell-phone. (3B)
Emergency Alert Service delivery via cell phone, cable television, computer desktop, Residence Life computer network, voice delivery, and email.

On-line student timesheets available to other PaSSHE institutions and assisted Sytec with migration. (3A)

Participate with Active Directory planning with PaSSHE/Sytec for SAP integration. (3B)

Web-based signout of equipment for Media Services. (4A)

Provide educational forum for faculty and students on buying a digital camera and thumb drives. (2C)

Provided educational forum for users of Blackboard Course Management Systems. (2C)

Provided educational forum for faculty and students on Wireless at MU and building a home wireless network. (2C)

Provided educational forum for faculty and students on SPAM filtering. (2C)

Provide a wireless connection clinic for students to set up their systems for wireless hotspots. (1C)

Provide sessions on new technology to faculty during University Days. (2C)

Faculty workload reporting integration with Datatel reducing complexity and time required for processing. (2D)

Video tribute for Employee Recognition Ceremony by media Services annually. (2A)

Maintain E-mail tracking server for Enrollment Management. (1A)

Provide workshop to Tioga County Development Council leadership program on technology planning. (5B)

Provided faculty training in Power Point and Respondus for course development and survey/exam options. (2A)

Campus Calendar, Campus Web development, My.Mansfield and all associated services for 13,000 web pages. (1A)

Public relations, marketing, university advancement, student support, communications, emergency alerts via web processes created and maintained by WEB development.

Tutor-trac server and application maintenance and loads to track and integrate services for the tutoring center, athletic mentoring, and counseling.

Community service workshop for area technology coordinators.

Big-classroom planning and coordination.
Online Music lessons and CD creation and delivery.

eArts training workshops with Music and Art.

Admissions Carousel system for Electronic messaging.

Fiber plant operation and maintenance.

Census 2010 video Public service.

Donor appreciation video for Advancement.

Active participants in PASSHE working groups (CITO, SHEEnet Executive Board, SHEEnet Technical Group, SAP Integration, AD Authentication, Web Advisory Group, LMS Coordinators, BlackBoard Steering Board, Telecom Advisory Group, CITO Resource Team, BlackBoard Administrators, Security Advisory Team).

PASSHE annual reporting requests.

PASSHE purchasing contract selection and compliance administration.

PASSHE transition teams for whatever project they have going currently (LMS transition).

Disaster and remote delivery of services planning and execution from CT home bases (local and with PASSHE).

Daily Digest for students and employees

Technology refresh (changes to software and hardware based on new industry deliveries) planning and implementation cycle.