



Faculty and Staff 2009-2010
TECH GUIDE
Technology @ Indiana State

Faculty and Staff Technology Guide

2009-2010

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Dear Faculty and Staff:

This is the sixth edition of *Technology @ Indiana State: Faculty and Staff Guide*. You will find that a lot of things have changed as a result of the changing face of technology on the Indiana State University campus. A number of new tools have been implemented and much of the technology has been upgraded and enhanced. This guide serves as a practical and invaluable resource by providing you with immediate access to the latest information about technology-related services, programs, and equipment available to ISU faculty and staff for the 2009/10 academic year.

The Faculty and Staff Guide is organized to best meet the needs of faculty and staff and to serve as a useful reference that can be kept at your desk or taken with you when you travel. The Guide addresses many of the most commonly asked technology questions posed by faculty and staff and incorporates a number of suggestions received from user of the four previous editions of the Guide. The Guide has been completely updated with information about the resources that have been implemented or upgraded over the past year.

The Guide places the most commonly used information in a single document – in many ways it is a one-stop-shop for information about technology services on the Indiana State University campus. While most faculty and staff use the guide as a handy desk reference, an electronic version of the guide is available at <http://www.indstate.edu/oit/pubs/techpubs/fstechguide.html> for those times when your print copy isn't readily accessible.

Technology tools and capabilities change rapidly—as always we are interested in your input, ideas, and opinions about the technology available at ISU and in your thoughts on how to improve the support services we offer to the campus community. If you have anything you would like to share, please take a moment and e-mail me at **ed.kinley@indstate.edu**.

Sincerely,



Dr. Ed Kinley
Associate Vice President for Academic Affairs and Chief Information Officer
Indiana State University

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Getting Started

Introduction

Indiana State University is committed to the use of advanced information technologies in support of teaching, research, and student learning. To enhance the academic environment, Indiana State has invested in a number of information technology resources including: state-of-the-art general use and discipline-aligned computer labs; wireless Internet and high-speed campus network connections; technology-enhanced classrooms; distance learning classrooms; Web and media production services; high performance computing services; course management systems; interactive and multimedia design services; and access to a wide variety of commercial and course-specific software.

This guide addresses general resources across the University. It lists information technology resources from the Office of Information Technology (User Services, Institutional Computing Services, and Technical Infrastructure Services); the Center for Instruction, Research, and Technology; Communications and Marketing; and the Cunningham Library.

How to Use this Guide

The *Technology @ Indiana State: Faculty and Staff Guide* provides useful information to help you get started using the tremendous resources available at Indiana State. It also serves as a reference in determining where and how to access specific information technology services throughout the year. The *Guide* covers everything from the types of facilities and where they are located to how to find assistance.

We suggest that you scan through the Guide to familiarize yourself with what it contains and to learn about policies and procedures governing information technology at Indiana State. The table of contents is helpful if you have a particular question.

This guide is also available on-line at <http://www.indstate.edu/oit/pubs/techpubs/fstechguide.html> in pdf format. All URLs for on-line resources are links in this document. It may be helpful to bookmark this resource for future use.

Students receive a similar publication called *Technology @ Indiana State: Student Guide*. If you are interested in this publication it is available on-line at <http://www.indstate.edu/oit/pubs/techpubs/studtechguide.html>.

New to Campus?

If you are new to Indiana State, figuring out where to begin with technology can be a challenge. Many resources and services are available to faculty and staff, particularly technologies used to support instruction and research.

The following first-steps checklist will help you get started.

- Write down or memorize the Help Desk telephone number, **2910!**
- Memorize your Sycamore Login and Password (see page 4).
- Scan the print version of the *Technology @ Indiana State: Faculty and Staff Guide* to familiarize yourself with the resources available on campus.
- Take advantage of training opportunities. For available sessions check the Center for Instruction, Research, and Technology's training Web site at <http://cirt-training.indstate.edu>.
- Stay in the know by keeping abreast of exciting new developments. Check the Office of Information Technology home page frequently at <http://www.indstate.edu/oit> as well as read global e-mails and *Sycamore.Net*, the bi-monthly OIT newsletter.

Personal Computing

This section presents an overview of services provided by Indiana State for support of faculty and staff's personal computing environment and user support services. These services include the OIT Help Desk, user accounts, network accounts, e-mail information, security, printing, and hardware/software purchases.

OIT Help Desk

The mission of the OIT Help Desk is to facilitate the timely resolution to technology problems so the ISU community can more effectively deliver, contribute to, or receive education. The Help Desk strives to provide answers or solutions at the time of first contact. More complex issues are transferred to technicians who can assist with hardware and software installation, network access, and other computer-related issues.

For more information, visit the Help Desk Web site at <http://www.indstate.edu/ithelp/>.

Before Contacting the Help Desk

Gather the following information about yourself or the user for whom you are calling:

- last name
- first name
- building
- room
- e-mail address
- phone number
- best times to reach you and/or alternate contact information

Contacting the Help Desk

By Phone



On Campus: 2910
Local: (812) 237-2910
Toll Free: (888) 818-5465

By Fax



On Campus: 4461
Local: (812) 237-4461

Submit Your Problem On-line



To send your information via the Web:

- Go to <http://MyISU.indstate.edu>
- Go to Self Service
- Select My Banner Self-Service Links
- Select Help Desk Self Service
- Select the "Create Help Desk Ticket" button at the bottom of the page

When contacting the Help Desk with a **log-in problem**, you will be asked for the following:

- Sycamore Login
- description of the problem
- exact error message

When contacting the Help Desk with a **system problem**, you will be asked to provide:

- description of the problem
- exact command syntax you used
- sequence of commands and responses
- exact error message(s) you received
- system description
- Indiana State property tag number

Reporting Service Difficulties

OIT provides multiple avenues for you to provide feedback regarding the services provided by the Help Desk. We encourage you to take advantage of these opportunities to tell the Help Desk your support needs and concerns.

- When calling the Help Desk, if you have any special needs, issues, or concerns, request to be transferred to the Help Desk manager, David Bigney, or contact him at **2876** or **dave.bigney@indstate.edu**.

In Person



Student Computing
Complex, room 127

By E-mail



it-help@indstate.edu

By On-line Chat



<http://ithelp.indstate.edu/>

Student Computing Complex



Student Computing Complex

Help Desk ext. 2910 (Phone and On-line Chat Hours)	Monday-Thursday	7:30 a.m.-10:00 p.m.
	Friday	7:30 a.m.-4:30 p.m.
	Saturday	8:00 a.m.-2:00 p.m.
	Sunday	3:00 p.m.-9:00 p.m.
Computer Support Center ext. 8800 Walk-in Help Desk Student Computing Complex, room 127	Monday-Thursday	7:30 a.m.-7:00 p.m.
	Friday	7:30 a.m.-4:30 p.m.
	Saturday	Closed
	Sunday	3:00 p.m.-9:00 p.m.
The Computer Store ext. 2500 Student Computing Complex, room 109	Monday-Thursday	9:00 a.m.-5:00 p.m.
	Friday	9:00 a.m.-4:00 p.m.
	Saturday-Sunday	Closed

- The director of User Services, Yancy Phillips, is available if you need to discuss your request. Contact Yancy Phillips at **2100** or yancy.phillips@indstate.edu.

Computer Support Center

The Computer Support Center is located in room 127 of the Student Computing Complex and provides several computer support services for the ISU community such as: Walk-In Help Desk, ISU-

supported laptop hardware repair (Dell, Lenovo, and Apple only), student computer software troubleshooting and repair, student network connectivity issues, and, more.

Faculty and staff are encouraged to call the Help Desk at **2910** before bringing a laptop in for service. For more information contact the Computer Support Center at **8800** or visit <http://www.indstate.edu/oit/userservices/csc>.

The Computer Store

Conveniently located in the Student Computing Complex, room 109, the ISU Computer Store is an institutionally owned and operated retail establishment with the simple goal of providing the students, faculty and staff at ISU with the latest technology products including laptops, software and peripherals at the best academic prices available.

The ISU Computer Store is an authorized on-campus reseller for Apple and Dell computers. The Store works closely with the Computer Support Center to ensure that the computer systems sold at the Computer Store meet or exceed the University requirements, and are fully supported and serviced on campus.

The Computer Store can be reached at extension **2500** or visit <http://computerstore.indstate.edu>.

MyISU (Portal)

The MyISU Portal (<http://myisu.indstate.edu>) is a secure gateway for Indiana State students, faculty, and staff to access official University information. For additional information and access to the portal visit <http://myisu.indstate.edu>.

Sycamore Login and Password

All new faculty and staff automatically receive a Sycamore Login and Password which allows you access Indiana State technology services. Your account is set up during the employment process conducted by the Indiana State Human Resources Office. If you forget your password, cannot access your account, or have any questions about your account, contact the Help Desk at **2910**.

Activating Sycamore Login Account

You may activate your Sycamore Login Account online.

1. Go to <http://MyISU.indstate.edu>
2. Select "Activate Your Sycamore Login," located directly below the login box.



3. Follow the on-screen directions. You will need to know the following three items:
 - University ID number (991)
 - Birth Date
 - Last four digits of your Social Security Number or I-20 number for international personnel.

Once your Sycamore Login account is activated you will be asked to answer security questions and select a password. If you need assistance, call the Help Desk at **2910**.

Changing Your Sycamore Password

1. Go to <http://MyISU.indstate.edu>.
2. Choose *Forgot/Change Your Password*.
3. Enter your Sycamore Login and click the *Next* button.
4. Answer your security questions and click the *Next* button.
5. Type in your new password and confirm your new password, then click the *Change Password* button.
6. The next page will inform you your password has been changed. Click the *Continue* button to exit to the MyISU portal.

Protecting Your Sycamore Password

Sharing your Sycamore Login and Password gives others access to grades, e-mail, schedule, and more. You may be held accountable if someone else uses your accounts. Change your Sycamore Password immediately if you suspect someone has obtained your password.

Choosing a Strong Password

The following is a list of some simple rules to follow that will help you select and maintain a secure password:

- Passwords must be at least eight characters in length.
- Passwords must contain at least one uppercase and one lowercase letter.
- Passwords must contain at least one number.
- **Do Not** use words found in the dictionary or simple pattern such as abcdefgh.
- **Do Not** use a password that contains words in any foreign language, slang, dialect, jargon, etc.

- **Do Not** use personal information (e.g., birth date, phone number, pet's name, high school name, etc.).

You can also use a passphrase instead of a password. A passphrase is a sentence or phrase used instead of a single password. Because of its length, a passphrase is more secure than a password. By using a phrase, it still is easy to remember. For more information, visit <http://www.indstate.edu/oit/userservices/ithelp/network/security.html>.

E-Mail

Outlook/Exchange 2007

Outlook/Exchange 2007 is the official e-mail system of Indiana State University. Outlook/Exchange 2007 puts your e-mail, appointments, contacts, and tasks into an integrated solution location providing you with an ideal tool for organizing your information, communications and activities. You will also find that Outlook/Exchange integrates seamlessly with other applications.

E-mail Alias

An e-mail alias is an e-mail address that does not have a mailbox. E-mail sent to an alias is simply forwarded to another address that you specify. It does not have a username and password associated with it.

Users who wish to use an existing e-mail alias on the Outlook/Exchange 2007 system will need to contact the Help Desk at **237-2910** to request one.

Users may have only one e-mail alias. An alias can be anything that is reasonable, not offensive and not already in use.

Existing GroupWise aliases will continue to work for 12 months after you have been migrated to Outlook/Exchange 2007. During those 12 months if you want to keep an existing alias you must request it through the Help Desk.

OIT will wait 24 months before e-mail addresses and accounts are recycled after an individual leaves the University.

Discussion Lists

A discussion list service can provide groups of people a method for communicating. Discussion lists can be set up for a number of purposes. For instance, you may wish to set up a discussion list for faculty in a specific department to share cur-

riculum changes or for faculty on a specific committee to work on reports. You can also set up a discussion list for students in your classes.

E-mail messages sent to a discussion list are delivered to all members of that list. In addition, you can set up discussion list archives on the Web. These are handy when you want to keep a record of what messages have been sent or you would like the messages to be available to people who are not members of the list. You may view some discussion list archives by visiting the discussion list archive page located at <http://lists.indstate.edu/guest/main>.

You may also control what is sent out on a discussion list by "moderating" it. You can moderate a list by having all mail messages sent to you before they are sent out to the rest of the list members.

You can set up a discussion list so that anyone can subscribe. You may also choose to be in control of who is subscribed to your list by adding people to the list when you set it up and adding other names to it as requested.

Indiana State faculty and staff may request a discussion list by filling out the form located at <http://lists.indstate.edu>. Once your discussion list is set up, please review the Listproc Instructions page located at <http://ithelp.indstate.edu/email/listproc.html> for information on maintaining your list via the Web interface and e-mail.

For more information about discussion lists at Indiana State, visit <http://ithelp.indstate.edu/email/discussionlists.html>.

ISU Network

Network Access in Your Office

If you have received a new computer in your office, and need network access, contact the Help Desk at **2910** to have it set-up.

In order to connect to the Internet on campus, you must call the Help Desk and request a ticket for a BootP registration.

If you need to activate a Local Area Network (LAN) jack or request a new jack to be installed, please fill out the LAN Jack Activation and/or Installation Request form located at <http://ithelp.indstate.edu/forms/jack.html>. There is a charge for new jack installations.

If you are using a Macintosh to access Indiana State's networked resources, contact the Help Desk at **2910** for assistance.

Wireless Campus Network

Indiana State University's campus wireless network provides Internet and network access on the go. Wireless access is available campus wide including; Cunningham Memorial Library, HMSU Commons, classrooms, outdoor areas, computer labs, and coming this fall, residence halls.

The advantage of the wireless network is that it provides mobility. Using a wireless laptop allows you to access the Indiana State network from locations where you do not have traditional network connections, such as common areas, lounges, and outdoors. It can be used while doing research in the library, to connect to the network from a classroom, or during a meeting in a conference room. All you need is a laptop computer or wireless device with a WiFi certified 802.11b/g or 802.11a/b/g wireless network card.

Cisco Clean Access (CCA) software is required to access the wireless network. For more information about CCA see page 15 in this guide.

For more information about the wireless network, including installation instructions and the most current campus wireless map, go to <http://www.indstate.edu/oit/userservices/wireless>.

Printing

Printing resources for Indiana State faculty and staff are determined by the local user and their department/division. Assistance with set-up and configuration can be arranged by contacting the Help Desk at **2910**.

Faculty and staff must pay for printing in the general use labs. Faculty and staff may arrange for their department to add the ability to print in the labs to their user account through The Computer Store. Once prints have been added to their account, faculty and staff members simply log in to their Novell network account; based on that log in, they are able to print. Other printing locations may set their own services for printing, and these services may involve a cost.

Printing Tips

- Always use "Print Preview" to verify your work before printing.
- Choose to print specific pages when appropriate.
- Only print the pages that require color to the color printer.
- Print PowerPoint slides as handouts.
- Print a single proof before printing multiple copies.
- Always remember to log off of a computer when you are done. The lab staff are not responsible for any unauthorized printing if you leave the computer logged in to your account.

File Storage Options

MySite

MySite is a personal site that gives you a central location to manage and store your documents, content, links, and contacts. In addition to an area to store and share files, your MySite has numerous features such as:

- Blogs
- Wikis
- File Libraries
- Lists
- Calendars

Indiana State University provides each user with their own MySite. Your MySite will be automatically created by going to mysite.indstate.edu and entering your Sycamore Login and Password. Additional information and tutorials can be accessed through <http://office.microsoft.com/en-us/sharepointserver/HA101087481033.aspx>.

ISecUre Network Storage

ISecUre is a Web accessible file storage system for faculty and staff. To access your ISecUre account visit <http://ISecUre.indstate.edu> and use your Sycamore Login and Password.

Some feature of ISecUre include:

- 1GB of storage space for all faculty and staff
- Easy accessibility to your files through the Internet on or off campus from any web browser
- User controlled sharing capabilities to other for viewing and downloading only or full edit and delete rights

- User controlled ability to create a link to a file within ISecUre and e-mail it as needed

For additional information, visit <http://ISecUre.indstate.edu> or contact the OIT Help Desk at 2910.

Portable File Storage

The University does not provide floppy disks, CDs, DVDs, or USB flash drives. These can be purchased from The Computer Store, located in the Student Computing Complex.

USB Flash Drives

(a.k.a. thumb drives, pen drives, memory keys)

These are portable storage devices that are quickly replacing floppy disks for portable file storage. USB flash drives can be used shortly after being plugged into the computer's USB port. All general use computer labs on campus have the capability to use USB flash drives. We highly recommend the use of USB flash drives for removable storage.

CD/DVD Storage

Burning files to CD or DVD is another excellent file storage method and CD/DVDs are a great alternative for large files. All general use computer labs have drives that allow you to write files to a CD and DVD.

Computer Maintenance

Daily

- **Shut down when not in use for a long period of time. (Do not use Stand by or Hibernate.)**

Weekly

- **Check for the latest Windows & Office updates.**

Microsoft Windows Update allows you to check for updates available for Microsoft Office, Windows, and other products at the same time. Go to *Start, All Programs, Microsoft Update, Choose Express, Choose Install Updates*. High-priority updates, including Windows security and Microsoft Office will be installed. You may have to run this process several times in order to get all the updates.

- **Check for the latest anti-virus definitions and updates.**

You should configure your computer to automatically download new updates every day at a random time when you are connected to the Internet. You do not have to manually install virus definition updates, but it is important to check occasionally to be sure they are updating properly. McAfee releases new virus definitions every week. If there is a new virus attack during the intervening time, other updates will be released as needed. If your virus definitions are more than seven days old, you can right-click on the McAfee VirusScan Shield in the system tray and select *Update Now* to download the latest virus definitions. You must be connected to the Internet in order for this to work.

- **Run a system scan for viruses.**
- **Run an anti-malware program.**

Each Semester

- **Clean up temporary files.**
- **Change your laptop's password.**

To change your laptop's password, click *Start, Control Panel, User Accounts*. Click on your user name and then click *Change my password*.

- **Change your Sycamore Login password.**

To change your Sycamore Login password, go to <http://MyISU.indstate.edu>, select *Forgot/Change Your Password?*, and follow the on-screen prompts.

- **Run Disk Cleanup**

To run Disk Cleanup, go to *Start, All Programs, Accessories, System Tools, Disk Cleanup*. When the program is finished, select the files you would like to delete (normally you will want to delete them all) and click OK. It can take an hour or longer to run this tool the first time.

Before performing this task, make sure your laptop is plugged into a power outlet!

- **Run ScanDisk.**

To run ScanDisk, open *My Computer* so that the drives are visible. Right click on C: (or another drive you would like to scan) and select *Properties*. On the Tools tab, select *Check Now...* under Error-checking. Check the boxes next to *Automatically fix file system errors* and *Scan for and attempt recovery of bad sectors* and then click *Start*. In some cases you may be prompted to reboot your computer before the scan can take place. Reboot and your drive will be scanned before booting into Windows. This may take several minutes.

Before performing this task, make sure your laptop is plugged into a power outlet!

- **Defragment your hard drive.**

If you would like to defragment your hard drive, open the Disk Defragmenter by going to *Start, All Programs, Accessories, System Tools, Disk Defragmenter*. Select the drive you wish to defragment (C: in most cases) and click "Defragment". If you do not run this program regularly, this operation may take an hour or more to complete.

Before performing this task, make sure your laptop is plugged into a power outlet!

Laptop Computing

Student Conduct with Laptops

Students are expected to use their laptops in accordance with the Code of Student Conduct, Section C (page 6), Offenses Detrimental to the Operation of the University. This includes acceptable use of computing equipment during class time when the faculty may choose to allow student laptop use. Faculty reserve the right to limit the use of computing equipment at any time in the instructional environment.

See the Policies section on page 47 of this publication for policies related to computing and Web resources at Indiana State University.

Laptop Training

Laptop training is available to faculty, staff, and students through the Center for Instruction, Research, and Technology (CIRT). Several training options are available including instructor-led training, self-study tutorials and computer-based training, customized private sessions, and faculty learning communities. For a full list of scheduled

workshops visit the CIRT training Web site at <http://cirt-training.indstate.edu> or contact CIRT at 2676.

Laptop Support

Faculty and staff who are experiencing problems with their ISU purchased or leased laptops will be able to access support on campus by calling the OIT Help Desk at 2910. They may also visit the OIT Walk-in Help Desk located in the Student Computing Complex, room 127. The Help Desk has access to many resources to help resolve most computing problems. Software and hardware support are available on the ISU-approved laptop computers.

How to Care For Your Laptop

Good Laptop Practices

- Always transport your laptop in a protective case.
- Do not load your laptop protective case with textbooks or other heavy items. Heavy items stored on top of your laptop can cause damage to the internal components.
- Never carry your laptop by the screen.
- Be sure to shut your laptop down properly.
- Avoid extreme temperatures. Never use your laptop in temperatures below 40° F (4° C) or above 95° F (35° C). Even if it is turned off, never expose your laptop to temperatures below 20° F (-7° C). If it does get very cold, let it warm up to room temperature before you turn it on.
- Treat your laptop as a fragile item to conserve its overall life.

Connecting to a Second Monitor or Projector

Most laptops have the ability to control what is displayed on both the laptop screen and either the projector or second monitor. Refer to your laptop manual for instructions.

To connect a USB device:

1. Plug in power cord to device (if it has one).
2. Plug in USB cable to USB port.
3. You may see a pop up balloon indicating when the USB drive is ready to use.

To disconnect a USB device:

1. Click on the USB icon located in the system tray.
2. Click on Remove Hardware.
3. The computer will indicate when it's safe to remove the USB device.

Backing-up Your Files

One of the best defenses against lost files caused by viruses, worms, and software or hardware failures is regular file/data back-up. Establish a schedule and method of back-up and stick to it. How often you back-up depends on how much your files change, but once a week or once every other week is a good interval for most people.

Label each back-up with the date the it was performed. Store the back-up in a safe place, NOT with the laptop. Another place to back-up your data is your ISecUre account. For additional information about file storage, see page 6 of this guide.

Printing from Your Laptop

Wireless printing from your laptop is available in the following labs.

- Health and Human Services (Arena), room C65
- College of Education, room 107
- Nursing Building, room 209
- Science Building, room 134
- Student Computing Complex, rooms 100 & 106

Additional printer locations may be added during the year. For the most current list of printer locations, visit <http://www.indstate.edu/oitlabs/printing/laptopprinting.html>.

To print using the wireless network follow these instructions:

Set-up

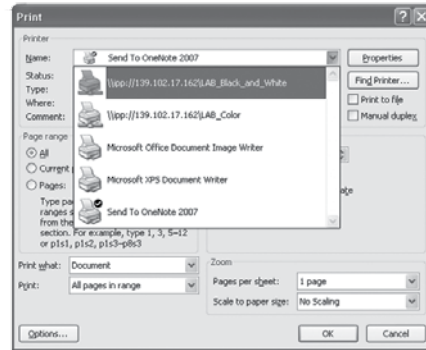
1. Go to <http://www.indstate.edu/oitlabs/printing/laptopprinting.html>.
2. Install the iPrint Client. When asked if you would like to "Run" or "Save", select "Run".
3. Install the printer you want to use by clicking the "Black and White Printer" and "Color Printer" links.

During the install you will be asked to log in using your Sycamore Login and Password. Do not check the box "Remember my password" unless you will be the **ONLY** person using this computer.

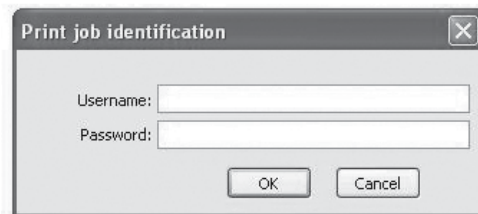
Otherwise, all users on this computer will have their prints deducted from your account. We will be unable to refund prints for this reason.

Printing

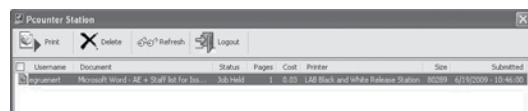
4. Select either LAB_Black_and_White or LAB_Color from your print menu. You will need to select the printer before printing or your prints will be sent to the "default" printer on your laptop.



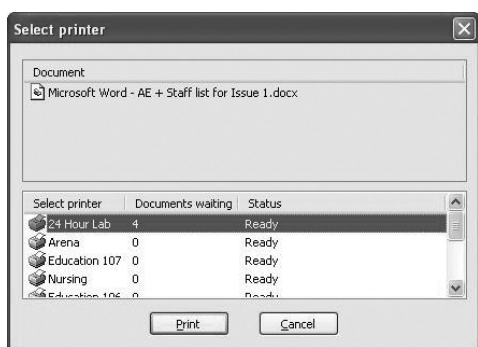
5. To pick-up your document you will need to log into the Print Release Station in one of the computer labs, using your Sycamore Login and Password.



6. Select the document you want to print and select "Print".



- Choose the lab you wish to print to and click "Print".



Software

Software Provided

Software included in a standard faculty and staff desktop and laptop setup (or image) provided by OIT includes:

- Windows XP Pro SP3
- Novell Client
- Adobe Acrobat Reader
- Microsoft Office Suite 2007
- Banner
- QuickTime Player
- RealPlayer
- Windows Media Player
- Internet Explorer Web browser
- Firefox Web browser
- McAfee Virus Scan
- Adobe Flash Player
- Adobe ShockWave Player
- Adobe AIR
- K-Lite Codec Pack
- NoliJ
- SPSS
- J2SE
- Lectora

Microsoft Campus Agreement

Indiana State and Microsoft Corporation have entered into an annual licensing agreement for commonly used Microsoft software. The Microsoft Campus Agreement (MSCA) licenses these products for use on all University owned computers and many personally owned computers.

Indiana State centrally funds the cost of the license leasing program and makes the software available to all departments. Under the agreement, the

University may install any version of the supported Microsoft software products on University-owned (property tagged) computers. The agreement also allows most currently employed faculty or staff members to install and use any of the supported Microsoft products on one personally owned computer. For more information, visit MSCA Frequently Asked Questions at <http://www.indstate.edu/oit/userservices/msca/employees/>.

Software Downloads

Eligible faculty and staff can download software from <http://downloads.indstate.edu> using their Sycamore Login and Password.

Departmental Use (Office Use)

Departments can download a single copy of supported software and install it on multiple computers within the department. Authorized departmental faculty and staff can download supported software from <http://downloads.indstate.edu>

Personal Use (Home Use)

Eligible employees can download the software from <http://downloads.indstate.edu> using their Sycamore Login and Password.

IMPORTANT:

- Individuals are not allowed to download software for other employees.
- Individuals can download and install only one copy of each software package (either Windows or Macintosh, not both).
- Support for home computers is limited. Before installing any software, visit our FAQ page.

The employee is responsible for compliance with software license terms. If the employee leaves the University, retires, or if Indiana State does not renew the Campus Agreement, the individual must purchase or remove the software. For more information about this and other questions, visit <http://www.indstate.edu/oit1/userservices/msca/employees/>.

If you have questions, please refer to the MSCA Frequently Asked Questions Web page, or send an e-mail to ISU-MSCA@indstate.edu.

Purchasing Other Software

For information on purchasing software that is not covered under the Microsoft Campus Agreement or other site licenses, go to <http://www.indstate.edu/purchasing/VendorReferenceSection/Vendors.htm>.

Hardware

Computer Purchases

Departmental Computer Purchases

Departments can contact the Help Desk at **2910** to arrange a computer purchasing consultation. After the computer request is completed, it should be forwarded to the director of User Services for review. OIT works closely with the purchasing office to facilitate purchasing of computers to ensure Indiana State receives quality computers at a competitive price.

Personal Computer Purchases

Indiana State entered into an arrangement with Dell that offers student, faculty, and staff discounts for personal computer purchases. All faculty and staff receive the discount by purchasing a computer through Dell's Friends and Family Website. Indiana State, Dell, and the Indiana State University Federal Credit Union have arranged special financing for eligible faculty and staff through payroll deduction. For information on purchasing personal computers and for other computer-related information, please contact the Help Desk at **2910** or visit <http://www.indstate.edu/oit/userservices/ithelp/purchase.html>.

Hardware Repair Services

Indiana State is an authorized Dell, Lenovo, and Apple repair center. Contact the OIT Help Desk at **2910** or visit the OIT Walk-in Help Desk located in the Student Computing Center, room 127. The Help Desk has access to many resources to resolve most computing problems. Software and hardware support are available for ISU-approved Dell, Lenovo, and Apple laptop computers.

Lenovo R52s are supported, but will only be supported as long as spare parts are available. Once the parts are exhausted the Lenovo R52s will need to be replaced by the department. Lenovos purchased for personal use that are no longer ISU property are not supported by the University.

All printers (inkjet and lasers) valued at \$399 or below are not covered under the maintenance agreement. If you have questions regarding printer support, contact the Help Desk at **2910**.

Although a laptop, desktop or peripheral may still function properly, many of these units are obsolete and therefore not economical to maintain or repair. To determine if any of your equipment is obsolete, please review the list at http://www.indstate.edu/oit/official_docs/hardware_support.html or contact the Help Desk at **2910** for specific questions.

Service Description

Calls to the Help Desk for hardware problems are routed to our hardware repair service area. If they cannot contact the user on the initial visit, they will make four attempts on different dates, using multiple notification methods (such as phone, voice mail, e-mail, follow-up on-site visits, etc.). If all attempts fail, hardware repair will allow seven days for the user to respond, and if no response is received, they will notify Help Desk management for follow-up.

Most equipment is repaired at the user's location. However, it may be necessary for equipment to be removed and repaired off-site. In the event that the hardware must be removed from the office, hardware repair will provide an estimated time to repair (ETR) within one business day of the on-site visit. If the ETR is expected to exceed three business days or a delay occurs and the equipment is out of service for more than three business days from the time of the on-site diagnosis, a loaner will be offered within one business day.

Hardware repair will not provide loaners for public labs, printers, laptops, or equipment that is covered by the manufacturer's warranty.

Questions regarding hardware repair can be directed to the OIT Help Desk at **2910**.

Services and Resources Available Off-Campus

- **MyISU Portal**—The ISU portal allows users to check the latest Indiana State headlines, access leave balances, payment information, tax forms, and much more at <http://myisu.indstate.edu>.
- **Library Databases**—The Indiana State library's databases are available off campus by using Proxy service at http://library.indstate.edu/services/distance/proxy_instructions.html.

- **WTS**—Windows Terminal Software (WTS) enables off-campus users to log on to an on-campus computer and utilize software such as SPSS. For instructions, visit http://www.indstate.edu/oit/userservices/ithelp/faq/remote_access/remote_desktop.html.

Personal Web Pages (Sapphire)

Indiana State provides space for faculty and staff to create personal home pages. All faculty and staff can request a 20 MB Web account on the Web server named Sapphire by contacting the OIT Help Desk. You can access your account using your Sycamore Login and Password. For more information, visit <http://ithelp.indstate.edu/websupport/web-accounts.html>.

Assistive Technology

Assistive technology software and equipment is available in the Cunningham Memorial Library, Student Computing Complex, and Student Academic Services Center. The library offers closed circuit televisions that enlarge text and graphics and changes text color for easier reading to assist people with low vision. A color closed-circuit television is located in the reference area, and a black and white closed-circuit television is located in the Teaching Materials, Microforms and Media area. A large screen monitor and ZoomText are also available in the reference area. ZoomText enlarges and reads on-screen text for people with low or no vision. The Office of Information Technology offers magnification, reading, and speech recognition software, ZoomText, JAWS, Kurzweil 3000, and Dragon Naturally Speaking, in the Student Computing Complex 24-hour Lab.

Students with a documented disability may use the Assistive Technology Lab in Gillum Hall, room 201. In this lab, you will find a high speed scanner that converts printed text into an electronic medium, JAWS, ZoomText, Dragon Naturally Speaking, and a closed circuit television. For more information on using the Assistive Technology Lab, contact Dr. Rita Worrall by e-mail at rita.worrall@indstate.edu, or by phone at extension **2300**.



Safe Computing

Traditionally, keeping your computer secure meant simply installing anti-virus software. Unfortunately, in an increasingly networked world, that is no longer enough. Keeping your computer secure doesn't have to be a full-time job, but it does require vigilance and a fundamental understanding of certain issues. This section is designed to introduce you to critical security related topics.

Your computer may contain personal information about you such as credit card numbers, social security number, what Web sites you visit, personal files you have created, etc. Think of it in these terms, "Would I want this information published on the Web for everyone to see?" This could easily happen—unscrupulous individuals spend large amounts of time trying to figure out how to steal your information. Your computer also has high-speed Internet access and hard drive space making it an ideal target for malicious individuals looking for ways to use your computer to attack other computers, store illegal files, damage your computer, or, in general, take over your computer.

University Initiative To Increase IT Security

In an ongoing effort to enhance the security of University systems, reduce the risks associated with unauthorized access to confidential or sensitive institutional data and to respond to emerging legislation and statute at the state and federal level regarding data security, Indiana State has implemented "two-factor authentication" for access institutional data (e.g., Banner) from all off campus (non-ISU network) locations.

Two-factor authentication is nothing new. You use it every time you use an ATM when you insert your card and enter your PIN. Two-factor authentication involves using something you have and something you know, and usually consists of a password and another form of authentication such as a smart card, biometric data (fingerprints, retinal scan), or token. The ISU implementation will utilize a random password generator (token) which will be distributed to faculty and staff who are approved by their respective vice president for off-campus access to Banner and other administrative information systems.

Faculty and staff accessing Banner and/or other administrative systems containing confidential data from off-campus will be required to use two-factor authentication. Information on how to obtain the required approval for access is posted at www.indstate.edu/oit/tis/twofactor.

Please note that use of two-factor authentication is not required to access information via MyISU (the portal).

Threats to Your Computer

- **Viruses**—A virus is a computer program designed to install itself on a computer without the user's knowledge to perform some unwanted task. Most common viruses will try to infect other machines, open up the infected machine to outside access, or cause damage to files.
- **Worms**—A worm typically is installed when a user launches an infected e-mail attachment. The worm then uses the mail system (and address books) of the infected computer to send infected e-mails to other users.
- **Trojans**—A trojan is a computer program that appears to do something useful but then does something malicious to your computer. This ranges from destroying data to lying dormant until triggered to make your computer part of a Denial of Service (DoS) attack.
- **Hacking or "Hackers"**—Hackers are malicious opportunists who wish to exploit your computer. Hackers may try to steal sensitive or valuable personal information such as passwords or credit card numbers or they may want to abuse your high-speed access to the Internet.
- **Spyware**—Spyware is any malicious software that takes partial or full control of a computer's operation without the knowledge of its user or that secretly gathers information about a person or organization.
- **Malware**—Malware (short for malicious software) is a term coined to describe programs which are ultimately detrimental to the computing experience. Viruses are the most visible and publicized malware.
- **Adware**—Adware is software which is free or available at a reduced cost because it displays advertisements either in the software window itself or in separate pop-up windows.

- **Phishing**—Phishing is the criminally fraudulent process of attempting to acquire sensitive information, such as passwords and other personal information, from a victim by masquerading as someone trustworthy.
- **Social Engineering**—Social Engineering is the practice of obtaining confidential information by manipulating users. Social Engineering is often over the telephone or on the Internet.

Protect Your Computer

Good security can help prevent identity theft, computer downtime, and loss of productivity, data, and money. The following suggestions will help keep your computer secure.

Use a Strong Password and DO NOT Share It

Choosing and maintaining a secure password is one of the most important things you can do to protect your system and your data. Once someone gains access to your password they can open the door to your system and your data. See page 4 for some simple rules that will help you to select and maintain a secure password. For more information, visit <http://ithelp.indstate.edu/network/secure-passwords.html>.

Run Up-To-Date Anti-virus Software

An equally important way of keeping your computer safe is to have current anti-virus software. This software is updated regularly (often more than once a month) and is only effective if it has information about the latest threats. Most products will check automatically for updates, if installed properly. If you are comfortable installing software and configuring your computer, you can install anti-virus software by going to the Web site <http://downloads.indstate.edu>. Occasionally problems and conflicts with other software do occur when installing anti-virus software, contact the Help Desk at **2910** if any issues occur during installation.

Run Up-To-Date Anti-spyware Software

Spyware can slow down your computer to the point of making it unusable. Use a popup blocker like the one that comes with Firefox and Internet Explorer and install anti-spyware software. ISU recommends software such as Spybot: Search

and Destroy. This software can be found at: <http://downloads.indstate.edu> and <http://www.safer-networking.org/en/download/index.html>.

Regularly Update Your Computer

Updating your operating system and application software is critical for safe computing. Updates fix most security vulnerabilities. Check for weekly updates for your Windows operating system by visiting <http://windowsupdate.microsoft.com>. The Office of Information Technology proactively scans systems connected to the Indiana State network for vulnerabilities. If outdated software is causing a problem your computer may be disconnected from the network.

Learn to Recognize Phishing and Social Engineering Scams

Phishing is a type of deception designed to steal your valuable personal data, such as credit card numbers, passwords, account data, or other information.

Con artists might send fraudulent e-mail messages that appear to come from Web sites you trust, like your bank or credit card company, requesting that you provide personal information. A few things to remember to protect yourself from phishing:

- If you think you've received a phishing e-mail message, do not respond to it.
- Don't click links in e-mail messages.
- Type addresses directly into your browser or use your personal bookmarks.
- Don't enter personal or financial information into pop-up windows.

(Adapted from <http://www.microsoft.com/protect/yourself/phishing/prevent.mspx>)

Be Cautious When Clicking Links and Attachments In E-mail

Be cautious about opening e-mail attachments or permitting unidentified software to run your computer. Do not open attachments until you have verified they are safe. E-mail attachments are one of the most common methods for distributing viruses. If you receive an e-mail with an attachment from an unknown source, delete the message from your system. Don't assume that dangerous attachments come only from unknown persons; many e-mail transmitted viruses

will use your address book to send to others, so your friends' machines, if compromised, may start sending you infected messages without their knowing it.

Don't Send Personal Information Via E-mail

Use common sense when sending and receiving e-mail and maintain a strong sense of skepticism. Always use caution when revealing personal information such as your social security number or physical address to anyone you communicate with through e-mail even if they claim to be someone of authority.

(Adapted from <http://www.secureflorida.org/index.php?src=gendocs&link=EmailSafetyTips&category=Internet%20Practices>)

Back-up Your Files Regularly

Make back-ups of your important files. Equipment and software can fail causing the loss or destruction of data. One of the safest places to keep your critical data files is in your network storage area. For information on file storage options, see page 6 of this guide.

File Sharing Programs

It is against University policy to install file sharing programs on University owned computers. The University Handbook policy (File Sharing Programs University Owned Computers (revised copy August 2003) Section V, page V-12) states, "File sharing programs will not be installed on Indiana State University computers (except as noted under "Exceptions")."

Sharing copyright protected material without permission is a violation of federal and state law and may subject the individual to legal action initiated by the copyright owner. The Recording Industry Association of America (RIAA) works to protect intellectual property rights by acting on the behalf of the music copyright owners.

The RIAA enforcement process begins with a DMCA (Digital Millennium Copyright Act) letter which notifies the institution of the violation. Upon receipt of the DMCA notice, the University is legally obligated to "take down" (remove) the offending material. If the RIAA chooses to pursue legal action, which is solely at its discretion, it obtains a "John Doe" subpoena (which in the case of ISU is issued by the Southern District Court) directing the University to surrender the name

and contact information of the individual associated with the specific violation in question—legal action is then initiated against the individual. RIAA has successfully pursued a number of violators, achieving settlements that range from a few thousand to several hundred thousands of dollars.

In addition to potential civil action, the individual may face University disciplinary action for violating University policies. Procedurally, on a first offense the University, through the Office of Information Technology (OIT), notifies the employee, the employee's direct supervisor, and Human Resources of the DMCA notice. The employee is given 48 hours (2 work days) to take corrective action and/or to resolve the situation. On second and subsequent offenses, the employee's network privilege (all access) is removed pending appropriate disciplinary action. The loss of network privileges is serious and could easily render the employee unable to perform job functions.

For a list of programs that are prohibited on University owned computers, visit <http://www.indstate.edu/oit/userservices/ithelp/filessharing.html>.

If you are uncertain whether a program you have install or are trying to install is a file sharing program, please contact the OIT Help Desk at **2910** for a consultation.

Security-Related Help

The OIT Help Desk maintains an extensive amount of information about security-related issues on the ISU Web site including a list of current threats. For more information see the Virus and Security Alert Web page at <http://www.indstate.edu/oit/userservices/ithelp/security/hoax.html>.

If your computer is hacked or is infected by viruses it may be necessary for the Office of Information Technology to disable your Internet connection to protect everyone else on the network. If this happens to you, call the Help Desk at **2910** to find out what steps you need to take to be reconnected.

Cisco Clean Access

Cisco Clean Access (CCA) is software that has been adopted by Indiana State University to help keep the network, your computer, and the campus Internet connection operating efficiently.

If CCA detects certain security risks on your computer you will not be allowed to use the full ISU computing network until your computer has been updated to address those risks. The CCA software guides you through steps to acquire the needed updates, patches, or other changes.

Top Issues Reported by CCA Users

- **Windows is not updated with currently available updates.**

Your Windows operating system software should be kept up to date, doing so will ensure a pleasant computing experience. Microsoft usually publishes updates on the second Tuesday of every month. It is a good idea to check once a week for critical updates. To check for Microsoft updates, go to **<http://update.microsoft.com>** and follow the instructions on the Web page.

- **Latest Anti-virus information is not installed.**

Anti-virus updates are made available by major providers (Symantec, AVG, and McAfee) every few days. It is a good idea to update your software often. To download updates McAfee navigate to **<http://www.mcafee.com>**, download the "SuperDAT" file and install it on your computer. You may go to **<http://www.symantec.com>** for Norton AntiVirus software.

- **Sycamore Login and Password is not working.**

Full access to ISU's network requires users to login with their Sycamore Login and Password. To retrieve your Sycamore Login and Password visit **<http://myisu.indstate.edu>** and select *Forgot Your Password* or *Activate Your Sycamore Login*. You may also contact the Help Desk at **2910** for assistance.

- **Malware is interfering.**

CCA may not be able to log you in properly if there is malware (otherwise known as spyware or adware) on your computer. If you experience problems with CCA, make sure to run anti-spyware programs such as Spybot Search and Destroy, Ad-Aware, Pest Patrol, or Microsoft Defender. Running these programs can remove potentially harmful programs that prevent CCA from running properly and may improve the performance of your computer. See **<http://www.indstate.edu/oit/userservices/ithelp/security/malware.html>** for more information.

- **Two anti-virus packages are installed on the computer.**

More is not necessarily better when it comes to anti-virus software. Having multiple anti-virus software programs installed at the same time (such as a combination of McAfee and Symantec's Norton AntiVirus) will not only cause problems, your computer may slow down. If you have multiple anti-virus software programs running, uninstall all but one.

- **Not connected directly to the LAN jack (wired) or the Wireless card not turned on (wireless).**

Before using network resources, you must make sure your computer is connected directly to the LAN jack located in your office wall using a network cable. CCA is necessary for anyone connecting through the campus wireless.

If you have a laptop, be certain the wireless card is turned on. You can view the card status in Windows by clicking on *Start, Control Panel, and Network Connections*. If the Wireless Network is disabled, enable it.

- **Firewall is blocking access to CCA.**

Some firewall software (such as Zone Alarm, Norton Internet Security Firewall, McAfee Firewall, etc.) may not allow CCA to function properly, thus blocking you from the network. If you have a firewall on your computer, make sure to allow CCA full access to the network. Most firewall software will display a window asking if CCA may access the network. Select the option that gives CCA full access to the network.

- **Logging in as "Guest."**

You must be a student or employee of the University to access the Network, otherwise you must use the Guest User role. Guest access was created for users who do not have a Sycamore Login and Password. If you log in as a Guest, access to some resources such as instant messengers (MSN, AOL, etc.) and FTP programs will be blocked. To have full access to campus resources, you must log into CCA using your Sycamore Login and Password. If you do not know your Sycamore Login and Password, visit **<http://myisu.indstate.edu>**, select *Activate Your Sycamore Login*, and follow the simple step-by-step instructions.

CCA Support

If you are still experiencing problems, contact the OIT Help Desk at **2910**.

Learning Spaces

The purpose of the technology-enhanced learning spaces at Indiana State is to provide the best possible instructional environments for faculty teaching and student learning. These learning spaces range from state-of-the-art public and discipline-aligned computer labs to technology-enhanced classrooms to distance learning classrooms.

Classroom Services

Technology-enhanced Classrooms

Technology-enhanced classrooms contain a variety of electronic tools. These rooms create new opportunities in teaching and learning by integrating computer, multimedia, and network technology. Indiana State has made a commitment to upgrade the teaching technology installed in the classrooms on a continuing basis, adding to the number of technology-enhanced classrooms each year. Every effort has been made to standardize the equipment in the technology-enhanced classrooms.

Each room contains a data projector, sound system, VCR, and networked computer; selected rooms contain wireless microphones, slide projector, cassette player, component DVD player, and/or document camera. In the rooms where equipment is not installed, portable equipment can be obtained by contacting Audio Visual Services (see Mobile Learning section on page 19).

Several of the rooms are equipped with the Symposium presentation system. Equipped with the same software as SMART Board interactive whiteboards, Symposium interactive pen displays are perfect for presenting to large and small groups. The pen display's interactive screen connects to the computer. Using the attached pen, you simply touch the screen to control applications and write notes. With a projector displaying this image on a large presentation screen, your audience can easily follow along.

Currently, there are 117 technology-enhanced learning spaces on the Indiana State campus for faculty use. (See the map in back of this guide for locations of the technology-enhanced classrooms.) Decisions regarding who is assigned to these classrooms are made during the course scheduling process. To schedule a technology-enhanced classroom, follow existing departmental procedures or Registration and Records at **2481**.

If you require assistance with any problem related to the technology located in a classroom, use the **Hotline** phone located in the classroom. This

phone will auto-dial and connect you to the ETS Hotline call center. If you have concerns about classroom environmental conditions, contact Facilities Management at **8192**.

Personal Response System Classrooms

A Personal Response System (PRS) can encourage student participation, especially in larger classes. Using a PRS, a faculty member can survey students during lectures with results displayed in real-time. In a classroom that is equipped with these response systems, each student has a handheld device at their desk and presses their choice upon the direction of the faculty member. All responses are collected then summarized results are displayed automatically as a histogram. Instructors can save and download this data for analysis and grading.

PRS receivers are located in Holmstedt Hall rooms 102 and 103 and Science rooms 12, 18, 22, 138, and 214. To check out student PRS transmitters contact Educational Technology Services (ETS) at **2690**. To request a "customized PRS training session" contact the CIRT office at **3053** or visit <http://www.indstate.edu/cirt/facdev/instructionalsoftware.html>.

Computer Labs

General Use Labs

There are eight public computer labs located across the Indiana State campus (see map in the back of this guide for locations). These labs are available for use by all Indiana State students, staff, and faculty. Currently, eight of the labs contain PC's and one lab contains both PC and Macintosh systems. Black and white laser printing is available in all labs. Color laser printers are available in the College of Education, the Fine Arts Building, the Nursing Building, the Student Computing Complex, and the Science Building.

Two 24-hour labs are located in the Student Computing Complex (SCC). These 24-hour labs are open seven days a week while classes are in session. One of the 24-hour labs is a quiet lab al-

lowing users to work without distractions. These labs are staffed with student lab consultants who are available to provide users with computing and printing assistance.

OIT Computer Lab offices are located in the Student Computing Complex. Indiana State staff and faculty can reserve General Use Labs for testing, classes, and other selected purposes. To reserve a lab, e-mail your request to reservelab@indstate.edu.

Discipline-aligned Labs

Academic disciplines must regularly assess the technologies utilized by the industries in which their graduates will ultimately be employed. Targeting technologies that enhance the applicability of the students' educational experiences is absolutely the right thing to do. One method of accommodating special needs is the use of discipline-aligned labs.

Discipline-aligned labs utilize software in a teaching environment specially designed for that discipline (i.e. interior design, communications, business, education, etc). Frequently, the software (and often the hardware) in a discipline-aligned lab is non-generic and meets specific requirements of an academic program.

Questions concerning discipline-aligned labs in the following areas should be directed to the following people:

College of Education—Jim Johnson **2921**
or jim.johnson@indstate.edu

College of Business—Bruce McLaren **3606**
or bruce.mclaren@indstate.edu

College of Technology—Tim Schwibbe **3391**
or timothy.schwibbe@indstate.edu

College of Arts and Sciences—Pei-Yi Hu **8562**
or pei-yi.hu@indstate.edu

College of Nursing, Health, and Human Services—
Pei-Yi Hu **8562** or pei-yi.hu@indstate.edu

Cunningham Memorial Library—Tim Gritten **2057**
or tim.gritten@indstate.edu

Broadcast Facilities

Distance Learning Classrooms

There are five distance learning classrooms on the Indiana State campus: two in Dreiser Hall, and one each in Holmstedt Hall, College of Technology, and College of Education. Each distance learning classroom is equipped with cameras, microphones, and special equipment that allow the instruction in the classroom to be delivered to students watching at remote sites across the state, nation, or globe. All classrooms are staffed with a student worker who supports the instructor by operating the technology during the class, leaving the instructor to focus on teaching and learning.

In addition to live synchronous instruction, the classrooms may be used to record instruction for asynchronous purposes: video delivered via a link on a course Web site, DVD, CD-ROM, or VHS videotape.

A map of the five distance learning classrooms can be found in the back of this guide.

Scheduling, orientation, and other information is handled through the Office of Information Technology. For additional information on this service, contact Nick Aballi, course delivery coordinator at **8381** or nick.aballi@indstate.edu.

Classroom Descriptions

- **DL-1**, located in Dreiser Hall, room 104, is equipped with two pan/tilt/zoom remote control cameras of broadcast quality; microphones at both the podium and student tables; an Elmo document camera; an electronic whiteboard; both a PC and a MAC computer; VHS, DVD, CD, and CD-ROM playback; VHS record deck; digital encoder; and a DVD recorder. Student seating capacity: 26
- **DL-2**, located in Dreiser Hall, room 105, is equipped with two pan/tilt/zoom remote control cameras of broadcast quality; microphones at both the podium and student tables; an Elmo document camera; both a PC and a MAC computer; VHS, DVD, CD, and CD-ROM playback; VHS record deck; digital encoder; and a DVD recorder. Student seating capacity: 26

- **DL-3**, located in College of Technology, room 111, is equipped with three pan/tilt/zoom remote control cameras; microphones at both the podium and student tables; an Elmo document camera; an electronic whiteboard; both a PC and a MAC computer; VHS, DVD, CD, and CD-ROM playback; multiple-copy VHS record decks; digital encoder; and a DVD recorder. Student seating capacity: 24
- **DL-4**, located in College of Education, room B03, is equipped with three pan/tilt/zoom remote control cameras; microphones at both the podium and student tables; an Elmo document camera; both a PC and a MAC computer; VHS, DVD, CD, and CD-ROM playback; multiple-copy VHS record decks; digital encoder; and a DVD recorder. Student seating capacity: 28
- **DL-5**, located in Holmstedt Hall, room 019, is equipped with one pan/tilt/zoom remote control camera; microphones at both the podium and student tables; an electronic whiteboard; projector; Adobe Connect (Breeze)/ WMV encoding PC; instructor laptop plug in for the projector. Student seating capacity: 38
- **Receive Sites** are locations that have purchased the appropriate technology that allow users who are at the physical site to interact with those at the transmission site. Sites can include: higher education institutions, K-12 schools, community learning centers, county Cooperative Extension Service offices, libraries, hospitals, and businesses. Breeze technology allows home viewing via DSL or cable Internet access.
- **Videostreaming** is a live, synchronous stream that originates from Indiana State and is pushed out over the Internet to students watching via a computer. This is a technology that can be viewed either at a receive site or (with enough bandwidth and appropriate equipment) in the home. Much like satellite technology, the instructor would not be able to see remote students, only hear them. The students would be able to both see and hear the instructor on their computer. As this technology becomes available, more information will follow.

For additional information on modes of video delivery, contact Nick Aballi, course delivery coordinator at **8381** or nick.aballi@indstate.edu.

Modes of Video Delivery

- **Adobe Connect (Breeze)** is an Internet streaming solution that delivers audio and video from the classroom to the desktop and also returns audio and video from the remote site to the classroom. This technology now allows the University to broadcast classes to the home if the student has a broadband Internet connection (DSL or cable). The instructor also has the ability to share the desktop of the classroom computer with the distance student providing a very clear image of any application the instructor is using for the course. Using this technology in the distance education classrooms allows the director to control the meeting so the instructor can concentrate on teaching.

Mobile Learning

A variety of instructional equipment and services are available to support the mobile teaching and learning needs of the Indiana State community. A modest inventory of instructional equipment (e.g., projectors) is maintained to satisfy the requirements of users. Individuals or groups may check out instructional equipment for class, department use, or special university events.

Equipment for university use is free of charge. All equipment is limited in quantity and is available on a first-come, first-served basis. A 24-hour minimum advance reservation is required. To check out equipment and/or to arrange for equipment delivery, call **2690** or visit Normal Hall, room 402.

Professional Development, Instructional Design, and Training

Indiana State University offers a multidimensional professional development program for faculty and staff to increase their competence and confidence in the use of technology in teaching, research, and service.

Professional Development Program

Course Design and Development

Instructional design specialists in the Center for Instruction, Research, and Technology (CIRT) support faculty in the use of effective teaching methodologies and technologies in the design, development, and redesign of courses and course materials. The instructional design staff offer expertise in the following areas:

- Instructional design and strategies for teaching in the face-to-face, hybrid, and fully on-line learning environments, and
- Use of the Blackboard course management system and other instructional technologies, (see page 28 for a brief description of some of the instructional technologies available).

CIRT provides leadership in use of best practices in higher education and effective use of the technologies. Specifically, the instructional design staff provide a variety of services ranging from workshops, individualized consultations, and problem resolution for faculty using instructional technologies. On-line tutorials are available at <http://www.indstate.edu/cirt/ittrain/tutorials.php>. To arrange a visit or inquire about additional support services, contact CIRT at **3053**.

Instructor-led Training

Instructor-led training is one of the most popular training options offered by CIRT. Workshops incorporate active learning and are designed for faculty, graduate/teaching assistants, staff, and students (both graduate and undergraduate). Software skills, research tools, presentation technology, instructional strategies, and pedagogical practices are among the wide variety of topics available. The current instructor-led training schedule is available at <http://cirt-training.indstate.edu>.

Customized Private Session

The CIRT staff can provide consultations and training for individuals or small groups, with content and materials tailored to specific needs. These personal, face-to-face sessions can be arranged to fit your schedule, and may be conducted in the Center's facilities or at a location of your choosing. To request a "customized private session" for a particular topic, you can sign up at <http://cirt-training.indstate.edu> and click on the appropriate button (faculty/staff, graduate students, undergraduate students) to take you to the current program schedule or call CIRT at **3053**.

Classroom Facilitation

The CIRT staff are also available to assist with teaching technology sessions in regular, faculty-led courses. For example, a faculty member may have a unit on Web-based portfolio development within a specific class, but not be familiar enough with the software to feel confident about teaching it. CIRT staff can help by teaching the first session of the unit, then sitting in to provide support while the faculty teaches the next session(s), leading to the faculty member teaching the unit without direct CIRT assistance. For more information about classroom facilitation, contact CIRT at **3053** or cirt-training@indstate.edu.

Classroom Observation Program

The Classroom Observation Program provides an impartial and confidential service for faculty to evaluate the learning process of their classroom from the student perspective. This constructive feedback can either be personally offered or systematically collected by trained student observers. The faculty member selects which observation system will be used. Information collected is often detailed and useful. Student observers are available for all classes at all times of the day. Observations follow a structured sequence of events in order to give faculty feedback quickly without disrupting the class schedule. To request a consultation, contact the CIRT at **3053**.

Mobile Training Capability

CIRT now offers mobile training options using the wireless capabilities of the ISU network. CIRT's two computer carts, one equipped with 16 laptop computers and the other equipped with 24 laptop computers, are "classrooms on wheels," allowing for technology instruction anywhere on campus. The ability to be connected with a data projector and to have access to the Internet make this option especially appealing to small groups desiring training in a location convenient for them. For information about available workshop topics visit <http://cirt-training.indstate.edu>. To request a workshop using the Center's mobile facilities, contact CIRT at **3053** or cirt-training@indstate.edu.

Computer-Based Training

Computer-based training (CBT) is another option CIRT offers the ISU community. Because it is Web-accessible, faculty, staff, and students can learn any time and anywhere they have an Internet connection. Topics include software packages, programming languages, and preparation for certification examinations. (See page 49 for a complete list of topics available.) Most modules have basic, intermediate, and advanced levels, and the smaller lesson units allow for self-pacing and review of content. Faculty can easily incorporate CBT into their curriculum; staff can use these courses for professional development and to improve job performance; and students can supplement what they are learning in the classroom or prepare to gain certifications that will give them an advantage toward employment in information technology. To request a CBT account contact Patti Bolton at **2676**. For more information, on this service, contact the CIRT staff at **3053** or cirt-training@indstate.edu.

Training Documentation

Indiana State uses CustomGuide, a computer training courseware and information technology curriculum that is very flexible and easy to customize to campus needs. Instructor-led course materials are generated from the CustomGuide content. As a result, all of the computer training documentation has the same look and feel, making the documentation easier to use. In addition, faculty, staff, and students can access this courseware as needed at <http://www.indstate.edu/cirt/ittrain/tutorials.php>. For more information, contact the CIRT staff at **3053** or cirt-training@indstate.edu.

Guided Learning in the Digital Sandbox

To support a more constructivist learning approach, a digital sandbox was created in CIRT. This digital sandbox is a small computer cluster, located in Normal Hall room 101, containing both PC and Macintosh computers with the newest peripherals and software. In the sandbox, faculty can work with technologies at their own pace with training staff available nearby. Much of the software and hardware in this area exists in no other place on campus. For more information on this service, contact the CIRT staff at **3053** or cirt-training@indstate.edu.

New Faculty Orientation

New faculty members have the opportunity to participate in a 45 hour program which includes three goals: 1) Enhancing the new faculty member's effective classroom teacher and as a developmental advisor, 2) enhancing the new faculty member's role as a productive researcher, and 3) supporting the new faculty member's integration/engagement into the ISU Community. Departments which have new faculty members participate have the option of receiving a course buy-out or a \$3,000 faculty professional development account that can be used once the new faculty member completes the program requirements. For more information about new faculty orientation please contact CIRT at **2676**.

Resources and Services

There are a variety of resources and services available to faculty and staff as they pursue their professional development goals. Useful tips, articles, and tutorials can be found on the CIRT Web site at <http://www.indstate.edu/cirt/>.

Teaching Assistants and Graduate Assistants

The goal of the Professional Development, Instructional Design, and Training group of CIRT is to foster effective teaching practices which contribute to the advancement of active learning. CIRT supports the next generation of professionals by offering programs in many formats to meet their special needs. For the current schedule of programs, go to <http://cirt-training.indstate.edu> and click the appropriate button (faculty/staff, graduate students, undergraduate students) or contact CIRT at **3053**.

Graduate students may also sign up for instructor-led workshops held in the Student Technology Resource Center (STRC). These workshops include multimedia, graphic, and statistical software training.

Training & Documentation

The Training & Documentation (TD) service area of CIRT provides a technology focused environment to meet the multimedia development needs of students. TD is aligned with the Student IT Training Program to offer more opportunities for students to build technology related skills. TD is located in the Education Building, room 119 and 120 and is open from 8:00 a.m.-4:30 p.m., Monday-Friday. For more information, see the TD Web site at <http://www.indstate.edu/cirt/student/strc.html>.

International Programs

Indiana State University has agreements in place to foster cooperation with several universities around the globe. The result of such agreements have been international student exchanges, faculty exchanges, joint distance education courses, and the development of new courses and programs in conjunction with ISU's international partners. Consequently, the need for specialized training for both the ISU host faculty member and the faculty member from ISU's international partner institution emerged. Pedagogical training which integrates technology has been provided for ISU faculty members and faculty from ISU's partner institutions.

Since each project is unique in nature, specialized services are provided. For more information, contact CIRT at **3053** or cirt-training@indstate.edu.

Administrative Computing Training

Argos Training

Training on the Argos Departmental Tool Kit is offered by the Office of Registration and Records on a monthly basis. For more information contact Tess Avelis at **2472** or tess.avelis@indstate.edu.

Banner Training

Training for Banner is provided by individual departments and offices:

- **Student:** Angela Garakani, Office of Registration and Records, **2480** or angela.garakani@indstate.edu
- **Student Self-Service:** Angela Garakani, Office of Registration and Records, **2480** or angela.garakani@indstate.edu
- **Finance:** Bob Anthrop, Office of the Controller, **3521** or robert.anthrop@indstate.edu
- **Finance Self-Service** (Web-based Departmental Reporting): Stacy Hammond, Office of the Controller, **3536** or stacey.hammond@indstate.edu

For additional information about Banner, see page 44 of this guide.



Research & Instructional Technology Support

The Center for Instruction, Research, and Technology (CIRT) provides core research computing services to the Indiana State community. Through its research support team, this group is charged with the support of high performance computing, high performance networking, academic programming, statistical and research design consultation services, IT project and grant evaluation services, and IT grant writing services. Through its emerging technologies activities, CIRT performs research and development in information technology for the purpose of developing, defining, and promoting new applications of information technology that position the institution to take advantage of rapidly emerging opportunities. The instructional design staff assists faculty members in on-line course development through a variety of services and programs. In addition to the programs listed below, on-line tutorials and individualized consultations are also available.

Research Technology

High Performance Computing

A high performance computing (HPC) cluster is a massively parallel computer that performs similar to a supercomputer by connecting a group of computers (nodes) through a high-speed network in order to perform intense computing tasks. HPC clusters provide a platform for research activities for University faculty who require more resources than can be accommodated with a single user's workstation. Indiana State's high performance computing environment supports research across a wide range of academic fields including life sciences, bioinformatics, computational chemistry, computer science, and mathematics.

CIRT provides academic programming services as well as software tools and techniques to effectively make use of clusters for computational science research. In addition, CIRT provides a variety of training opportunities for faculty and graduate students on the uses of HPC in research activities. These HPC systems also act as a platform for development and testing of applications that may later migrate to national supercomputer centers for high-end production work. This initiative was implemented to maintain a level of institutional computational capability that is consistent with peer institutions.

Contact the Center for Instruction, Research, and Technology at **2676** or cirt@indstate.edu for more information or to obtain an account.

High Performance Networking

Internet2

Through Indiana Higher Education Telecommunication System (IHETS) membership as a Sponsored Education Group Participant (SEGP), Indiana State is connected to Internet2. Internet2 is a United

States university-led consortium with partners in industry and government that interconnects universities, research networks, and advanced educational networks with the goal of developing and deploying advanced network applications and technology. It provides a connection for educators and researchers to virtually every research network in the world, opening the door to greater collaborations and communication.

This connection provides Indiana State University with educational and research opportunities to collaborate with other Internet2 participants utilizing advanced applications such as multicast, digital video, and H.323 video in ways not possible on today's Internet. Internet2 members are testing new applications that will transform research, teaching, and learning.

Contact the Center for Instruction, Research, and Technology at **2676** or cirt@indstate.edu for more information or to obtain an account.

I-Light

The I-Light network is a unique collaboration in Indiana between colleges and universities, state government and private sector broadband providers. Indiana colleges and universities are connected directly to I-Light at speeds from 1 Gigabit to 10 Gigabit with the ability to provide even larger, on-demand wavelengths between research groups on various campuses when that functionality is needed. The I-Light connection to the Indiana GigaPop provides a package of high-speed research network interconnectivity to national networking infrastructures like Internet2 and National LambdaRail (NLR) as well as extensive, high performance commercial Internet bandwidth providers. I-Light dramatically improves Indiana's position as a national leader in very high-speed networking in support of teaching, learning, research, technology transfer, and inter-institutional collaboration

and cooperation, activities that will help fuel the State's economy.

Center for Visualization

Growing interest in visualization and stereography has prompted the Center for Instruction, Research and Technology at Indiana State University (ISU) to expand visualization resources available to faculty and students. Four active learning spaces equipped to handle various faculty members' visualization needs. Science Building, room 020 is a 20-seat, multi-disciplinary visualization classroom, equipped with stereoscopic projectors, an 11-foot, 16:9 format polarized screen, viewing glasses, and a powerful workstation. Faculty from any college who have stereoscopic instructional material may schedule the room for entire semesters or on a per-class/as-needed basis. Normal Hall, room 124, was remodeled to become a multidisciplinary visualization laboratory.

Researchers and instructors have access to both active and passive stereoscopic systems. The systems located in Normal Hall are capable of displaying HR (high definition/high resolution) objects on a 14-foot large format screen. A three-dimensional laser scanner capable of creating digital representations of objects in their natural environments is also available. This scanner has recently been used by faculty to create digital artifacts of clay pots recovered from an archeological dig. In addition, a powerful rendering cluster combining supercomputing and visualization technologies used to simultaneously process 3-D graphics, imaging, and video data in real time, is available to help faculty tackle the most demanding visual computing challenges. Visualization applications are available for many disciplines including science, art, business, and technology.

The CIRT Multimedia Design Specialists offer a wide range of design services to faculty and staff. A creative team of designers is available to help translate ideas into visual media.

For more information about the Center for Visualization or to schedule a tour, contact CIRT at **2603** or visit <http://www.indstate.edu/cirt/imds/viz/>.

Academic Programming

CIRT provides academic programming support to the Indiana State community for instructional and research projects on various levels including the high performance computing and Web environ-

ments. Examples of some of the programming projects completed by CIRT are:

- **America's Crossroads: Using New Media to Explore the Social and Architectural History of Terre Haute, Indiana**—The goal of this project is to create a fully interactive and historically accurate reconstruction of down town Terre Haute, including the ISU campus. The reconstruction will take place entirely in the Second Life virtual environment situated on an island purchased by ISU. Visitors to this virtual Terre Haute will experience a richly detailed and engaging environment encompassing 150 years of local history. The environment will be replete with realistically rendered 3D buildings, sounds, avatars of historic personages, video and animations.
- **Empire Simulation**—The goal of this project is to create a game-simulation designed to help students understand the socioeconomic and political complexities inherent in governing a geographically large empire. By engaging with the simulation scenario students will acquire a new level of empathy for rulers who tried to conquer new territory while holding old territory, or simply tried to govern what others had conquered before. The simulation represents a viable teaching tool for students of political science, economics and sociology as well as history. The simulation scenario is derived from factual historic events documented from the Ottoman empire, imperial China and the Spanish empire.
- **Resistance Training Interactive**—The goal of this project is to increase student learning in the area of resistance training for PE 101, a required general education course for all undergraduate students at ISU. A set of exercise videos and animations that correspond to the required textbook were developed, allowing students unlimited access to these visual learning tools via the Web or by purchasing an inexpensive CD-ROM through the University bookstore. Access this interactive study guide, allows students to review each exercise and identify proper and improper form, technique, and specific joint angles on their own time and at their own pace. By providing students access to this self-paced study guide, the learning environment is extended outside of the classroom.

Contact the Center for Instruction, Research, and Technology at **2676** or cirt@indstate.edu for more information.

Emerging Technologies Support

One of the main tenants of CIRT is to envision, explore, design, and evaluate new and emerging technologies to support teaching, research, and student learning. Ideas for new technologies come from all across campus. Most ideas come from faculty with a desire to find solutions to meet instructional and research needs.

Contact the Center for Instruction, Research, and Technology at **2676** or cirt@indstate.edu for more information.

Statistical and Research Design Consultation

CIRT also supports faculty and graduate students in developing and executing complex research programs. CIRT facilitates the use of a variety of information technologies in research; specifically, software for statistical analyses, graphing, and reference database management. CIRT provides consultation and training at no cost in various support areas to make researchers more effective and efficient in their studies. This consultation service can include: design and analysis of sample surveys; questionnaire construction and design for surveys; choosing appropriate statistical methods and software; interpretation of output of statistical analysis; presentation of statistical graphics and tables; and support for IT-related grant proposal development.

Indiana State supports a variety of statistical packages including *AMOS*, *Minitab*, *SAS*, *SPSS*, and *EQS*. Both Windows and Macintosh versions of the software are available for selected packages. Some of the packages also have sufficient licenses to be suitable for classroom use. See <http://www.indstate.edu/cirt/research/statsupport.html> for more information.

CIRT maintains a Research and Subject Guide for Users to make statistical research and design easy for users in various disciplines. The page at <http://www.indstate.edu/cirt/research/stats/guide.html> is updated regularly. You can submit suggestions at it-research@indstate.edu.

For more information visit <http://www.indstate.edu/cirt/research/statsupport.html> or contact CIRT at **2676**.

Qualtrics (On-line Surveys)

The Qualtrics on-line survey product provides options to create both traditional paper surveys and on-line web surveys. Using Qualtrics, you can build an electronic survey, collect data, and analyze results without any Web programming or database design experience. Responses are sent to a location specified by the researcher from where they could be tallied and then displayed in numerical or graphical format. Responses can also be exported to Excel or SPSS for further analysis. To obtain an account contact the Help Desk and ask for a Qualtrics Account.

For more information on the use of Qualtrics software, contact CIRT at cirt@indstate.edu or by phone at **2676**. For training on Qualtrics software, visit the OIT Training Workshops page at <http://cirt-training.indstate.edu>.

Grant Services

The Center for Instruction, Research, and Technology offers support for grant-seeking endeavors. Assistance is available to:

- Identify appropriate funding opportunities
- Facilitate collaborations
- Assist in proposal writing
- Edit proposals
- Develop evaluation plans
- Develop budgets for IT components

For more information about CIRT's grant writing services contact CIRT at **2676**.

Project/Grant Evaluation Services

Evaluation services are available for grant proposals and projects that contain a substantial information technology component and supports the improvement, deployment, and use of instructional and research technologies. Usability testing, evaluation of software and hardware before deployment, design and development of evaluation methodologies, and critiquing and development of instruments for research and evaluation are some of the evaluation services provided by CIRT. For more information, contact CIRT at **2676**.

Information Technology Innovations Mini-grants

The Office of Information Technology supports faculty exploration of new information technology in research and instruction through the Information Technology Innovations Mini-grant Program. Faculty may apply for grants up to \$3,000 for proj-

ects that infuse new and emerging information technology or creatively use existing information technology in instruction and/or research activities. Research grants are expected to lead to larger external grant submissions. Grants are awarded in two competitive cycles per year.

In the 2008-2009 school year, OIT awarded over \$63,000 for 18 projects involving 31 faculty members from 13 departments across campus. Specific targeted grant areas for 2008-2009 include course assessment, technology integration and innovation in curriculum transformation, visualization, and research prototypes. Complete information and guidelines are available at <http://www.indstate.edu/cirt/grants/itminigrants.html>.

Instructional Technologies

CIRT is committed to helping faculty incorporate technology into the teaching and learning process across all disciplines. CIRT provides assistance with integrating technology into instruction by offering training, documentation, and pilot programs for new technologies.

Tegrity (Class Capture)



Tegrity is a Web-enabled class capture system. Tegrity provides, the ability to capture, search, and retrieve classroom lectures; on-line, and podcast delivery of content; digital note-taking capabilities; and various reporting functions. The system automatically captures, stores, and indexes classes for replay. Requiring no hardware or software installation, Tegrity makes classes available all the time by automatically capturing, storing and indexing every class on campus for replay by every student. For professional development and training on the product, faculty should attend a session with an instructional designer. For more information about Tegrity, contact CIRT at **3053**.

Illuminate



Illuminate *can record desktop lectures* to rich video podcasts that capture shared applications, whiteboard content, chat transcripts, closed captioning, and all audio. Students can view these interactive recordings on popular portable devices without being connected to Illuminate. Illuminate creates the ideal distance classroom providing break-out sessions, polling, sharing of desktop, and web touring in an online environment. Students and faculty will be able to connect to Illuminate through Blackboard. Illuminate is the tool for distance education as it allows for

robust collaboration and communication among students and educators.

Lectora

Lectora is a powerful authoring software that will allow users to create and deliver custom interactive multimedia content. Lectora provides single-click publishing to Web-ready dynamic HTML, CD, single file executable, SCORM, AICC and LRN learning standards all without the need for programming knowledge. Lectora's intuitive user-friendly interface and internal content management system makes course creation simple and easy for the average computer user. Lectora is available to all faculty. Training on Lectora is offered contact CIRT.

Blogs, Wikis, and Podcasting

Indiana State University recently purchased several Web 2.0 tools for enhancing instruction. The tools included Teams LX, Journal LX, Podcast LX and Expo LX. Teams LX brings wikis into the learning environment. Users can easily work together to organize information into creative multilayered, multimedia Web sites. And Teams keeps a history of the work, facilitating review and assessment. With Journal LX, instructors can create blogs in which students can reflect on and analyze course-related topics and assignments. Students can review and comment on their peers' postings, and instructors can participate with students in the evolving dialog. Podcast LX integrates podcasting into an institution's on-line course environment without requiring additional infrastructure. It allows instructors to easily create RSS feeds and post episodes, and it allows students to subscribe to course feeds with one click. Expo LX creates space for individuality within your learning system. Both students and instructors can author content in the form of blogs and Web sites, and share their sites with the campus community. For more information on any of these products contact CIRT at **3045**.

Adobe Connect

Adobe Connect software enables a user to quickly and easily create on-line presentations and to host on-line conferences that are Web-accessible. Adobe Connect Presenter features a PowerPoint plug-in that help presenters prepare presentations and convert them to Flash, complete with voice annotations and automatic timings if desired. Quiz or survey questions can also be added at predetermined points within the presentation to encourage active learning.

Blackboard Academic Suite End User Configuration Guidelines

		Windows Operating Systems			Mac Operating Systems		
		2000	XP	Vista	10.2	10.3	10.4
Microsoft Internet Explorer Web Browsers	6.0	C	✓	N/A	N/A	N/A	N/A
	7.0	N/A	✓	✓	N/A	N/A	N/A
	8.0	N/A	N/A	N/A	N/A	N/A	N/A
Netscape and Mozilla Web Browsers	NS 7.1	C	C	✓	C	C	N/A
	NS 8.0	C	✓	✓	N/A	N/A	N/A
	Firefox 2.0	N/A	✓	✓	N/A	N/A	✓
	Firefox 3.0	N/A	N/A	N/A	N/A	N/A	N/A
Apple Safari Web Browsers	2	N/A	N/A	N/A	N/A	N/A	✓
	3	N/A	N/A	N/A	N/A	N/A	N/A

✓ - Certified—fully tested and supported

C - Compatible—key application areas tested

N/A - Not Tested—specified Browser is not supported for the operating system

The following Web browsers are no longer supported:

Microsoft Internet Explorer 5.2 and 5.5

Netscape browsers prior to 7.1

Mozilla Firefox 1.0 and 1.5

Apple Safari browsers prior to 2

If you are experiencing problems with Blackboard while using one of these Web browsers, OIT recommends that you update to the newest version of your current Web browser.

Adobe Connect Meeting allows a user to set up a virtual meeting room and conduct a live on-line session, featuring camera and voice, presentations, whiteboards, chat room, and several other interactive elements (pods). Prepared content or material can be shared from an individual PC or from the Adobe Connect server, or the presenter may bring up a software application live. Attendees may be granted permission to interact at various levels. Recording a session is easily accomplished and can be made available on-line, moved to a different server, or exported to another medium (e.g., CD). Attendees of a session need only a Web browser and Adobe FlashPlayer (a free download for those who need it) to view or participate.

More information about Adobe Connect is available on the CIRT Web site at <http://www.indstate.edu/cirt/facdev/instructionalsoftware.html>. For help using Adobe Connect, contact CIRT at 3053.

Respondus

Respondus, an intuitive and time saving program used to create exams or pools by one of two methods:

1. Use the *Respondus* interface to enter questions or,
2. Import questions from Word document (.doc), text (.txt), or Rich Text Format (.rtf) files.

Respondus can use simple .doc, .txt, or .rtf files to create paper based exams. Respondus can also upload exam questions directly to Blackboard. To download this Blackboard plug-in, go to <http://downloads.indstate.edu> or for more information about Respondus, contact CIRT at 3053.

Blackboard

Blackboard is a flexible, Internet-based course management system that can be used to supplement a face-to face course or deliver a fully on-line course. Faculty can pick and choose the features in Blackboard that will best compliment their personal teaching style and/or course needs. Blackboard allows students 24/7 access to assignments, course content, schedules, syllabi, discussion boards, class rosters, course e-mail, exams, grade reports, and other options such as group discussion boards, file exchange, chat and e-mail. For the instructor, Blackboard allows for digital submission and return of assignments, grade book calculations, timed release of exams or surveys, automatic exam grading, and tracking of student progress through course content.

A new feature in Blackboard is RAVE. RAVE uses text message and/or e-mail to alert students of announcements, assignments, or calendar changes in their Blackboard courses. RAVE access can be found in Blackboard by logging into Blackboard then clicking on tools to find the RAVE icon.

The instructional design specialists in the Center for Instruction, Research, and Technology (CIRT) offer one-on-one consultations and workshops to assist faculty in understanding how Blackboard works and how to effectively use the tools found in Blackboard to engage learners. On-line tutorials on some of the specific features of Blackboard can be found at <http://www.indstate.edu/cirt/ittrain/tutorials.php>.

For more information, contact CIRT at 3053. For Blackboard Request Forms and User Guides, go to <http://www.indstate.edu/oit/ics/blackboard/Blackboard.htm>.

Study Mate

Study Mate software can generate several different exercises that faculty can use to assist student retention of course materials. Exercises range from flash cards, games, and quizzes that can be exported in a variety of file formats such as Flash, HTML, or SCORM.

Exercises can be created by one of two methods:

1. Use the Study Mate interface to enter questions or,
2. Import questions from Word document (.doc), text (.txt), or Rich Text Format (.rtf) files and upload directly to Blackboard.

To download this Blackboard plug-in, go to <http://downloads.indstate.edu> or for more information about Study Mate, contact CIRT at 3053.

Quandary

Instructors can use the Quandary software to make an interactive action maze for students to polish their skills in problem-solving, diagnosis, or procedures.

The instructor determines the decision points and the options available to solve the problem. The student then chooses an option and is led to another situation and the resulting set of options. For more information, see <http://www.indstate.edu/cirt/facdev/instructionalsoftware.html>.

Hot Potatoes

Hot Potatoes is a software suite that includes applications that instructors can use to create interactive gap fill, crossword, matching/ordering, jumbled sentence and multiple choice exercises for the World Wide Web. For more information on this software, see <http://www.indstate.edu/cirt/facdev/instructionalsoftware.html>.

TK20

Tk20 is a Web-based portfolio tool currently being used in Indiana State University's Education Preparation Program. With the use of this tool, professors are able to create, customize, and store their own templates for assignments, projects, lesson plans, and portfolios. Students can access templates created by their professors to complete assignments, as well as create their own custom work. All standards used by the College of Education are found within TK20, so students can link them to particular assignments.

Students can complete assignments, lesson plans, and projects for several courses using Tk20. These documents can be linked into one portfolio that the student will ultimately present at the completion of their degree. Work done outside of Tk20 can also be attached into any Tk20 document including Microsoft Word, PowerPoint, video, audio, etc. The ability to link standards to assignments and to the portfolio itself is particularly important for certification processes.

Student accounts can be purchased at <http://tk20.indstate.edu> or Jim Johnson at 2921.

TurnItIn (Plagiarism Prevention)

TurnItIn is a plagiarism prevention service available to Indiana State faculty and students. The service is designed to assist both students and educators in understanding the nature of plagiarism. TurnItIn utilizes data-mining techniques and “Document Source Analysis,” a process to create a “digital fingerprint” of text documents submitted to the database. The works are then compared to the fingerprint of other submitted works, an archived copy of the Internet, and works from academic databases such as EBSCO. A color-coded originality report is generated that displays any potential source links that have been discovered for the submitted work. Student paper submissions are stripped of identifying information and kept confidential in compliance with the Family Education Rights and Privacy Act (FERPA). If you are teaching classes utilizing the TurnItIn service you will submit and review works via the Blackboard Learning System. The determination if TurnItIn is used is made by the course instructor.

For more information faculty may contact Steve Hardin, reference librarian, at **7685** or **steve.hardin@indstate.edu**.

Digital Sandbox

A “digital sandbox” where faculty can play with instructional media is provided in the CIRT office in Normal Hall, room 101. The digital sandbox contains both PCs and Macintosh computers with the newest hardware and software. For more information see page 21.

Encoding/Streaming

Video streaming is the delivery of video and audio over the Web via a link. Playback occurs through an ordinary PC or laptop computer without videotapes or DVDs, etc. Video resources are provided “on demand” without the need for lengthy downloads. Distance learning classroom instructional sessions are recorded digitally (encoded) to a file that can be linked on a course Web site. Students are then able to watch the video at another time. For additional information on this service, contact Nick Aballi, course delivery coordinator, at **8381** or **nick.aballi@indstate.edu**.

Web Accounts for Instructional Use

The Indiana State provides Web server space for Indiana State faculty professional pages and course material. To obtain an account on this server, call the Office of Information Technology (OIT) Help Desk at **2910** or **it-help@indstate.edu**. Include the following items in the message:

- E-mail address,
- Full legal name,
- University status: faculty or staff,
- Department,
- Building and room number, and
- Preferred username (eight character maximum).

Once your account is active, you can design, save, test, and maintain your Web pages.

Interactive and Multimedia Design Services

Interactive Multimedia Design Services (IMDS) provides support for the development of interactive classroom materials for on-line courses. These services range from assisting with anything from PowerPoint to programming support for Web courses. IMDS will assist with the development and recording of course materials that can be delivered in Adobe Flash, for example, supplemental video explaining difficult concepts that students can access anytime.

The best way to discover how IMDS can assist you is to visit their facilities for a one-on-one consultation. Working in conjunction with instructional designers, the IMDS staff is ready to help you explore the possibilities of enhancing your course materials. For more information, contact CIRT at **2603** or **<http://www.indstate.edu/cirt/imds/>**.

Communications

Indiana State University supports numerous communications options for the campus community through telephone, voice mail, speaker phones, pagers, cellular telephones, video conferencing systems, satellite feeds and recordings, and cable TV.

Telephones

Campus and Local Telephones

Your office is equipped with a touch tone telephone. It has a number of features designed to help you make efficient use of your phone, including conference calling, call waiting, ring again, and call forwarding.

Short training sessions covering use of these features and other related areas (such as voice mail) are conducted on a regular basis. Contact Telecommunications Services at **4183** for more information.

If you have special needs because of physical impairment, the Office of Information Technology (OIT) can provide devices such as text (TDD) telephones, visual ring indicators, volume adjustable handsets, and braille keypads. These can be obtained by having your department administrative assistant contact Telecommunications Services at **4183**.

Calling ISU From Off Campus

All University telephones can be dialed direct from off campus. To receive calls, advise your callers to dial (812) 237 plus your four-digit number.

Long Distance Calling Services

Long distance authorization codes are obtained by contacting your department's administrative assistant, as decisions concerning who may have these are usually made by the department head or chairperson. The code given to you by your department is to be used for business calls only. Indiana State uses commercial carriers to make international, interstate, and intrastate calls. You should treat your code as you would a credit card number. It allows anyone using it to make unlimited domestic and international long distance calls from Indiana State telephones. However, departments establish a long distance budget and have guidelines which may limit how much you can use each month. An itemized bill showing all calls you made will be sent to your department each month. Although procedures may vary in each department, the bill should be reviewed upon receipt. Any discrepancies in the

bill must be reported within 30 days of the billing date. Billing adjustments cannot be made after this 30 day period. If your code is lost or stolen, please notify Telecommunication Services at **4183** as soon as possible.

Voice Mail

Voice mail service is offered to all faculty and staff. Contact OIT by e-mail at tlchelp@indstate.edu to have your voice mail service activated.

Setting Up Voice Mail

When you access your voice mailbox for the first time, a user audio tutorial automatically activates. This tutorial will guide you through your first mailbox session, explain how to record a greeting and your name, and prompt you to change your temporary passcode.

Changing Your Passcode

You will always be prompted for your passcode before accessing your mailbox. The first time you access your mailbox, you will use the temporary passcode assigned by the system administrator. During the tutorial, you will be prompted to change your passcode to a number with four to ten digits. Select a passcode that you can remember, but do not select something like "1234" that is easy for others to guess.

Other Services

Speaker Phones

If you are interviewing candidates or have other activities a group of people in a conference room setting need to participate in a telephone call, a speaker phone can be very useful. A limited number of speaker phones are available for short-term checkout. Call **4183** to make a reservation.

Telephone Credit Card

Telephone credit cards may be requested if your duties require travel or making business calls from your residence. These are standard Qwest calling cards and can be used worldwide. Bills detailing usage are forwarded to your department each

month. Like those for direct dialed calls, these bills should also be reviewed and discrepancies reported within 30 days.

Toll-Free Service

Toll-free service used by certain programs, may be beneficial for clients. If you think this may apply to your activities, please contact Amy Bryant at **4183** for more information.

Service Problems

If your telephone is not working properly, contact Telecommunications at **8000** or tlchelp@indstate.edu. When filing a trouble report, please give us the following:

- Description of the problem.
- Telephone number.
- Building and room where phone is located.
- Your name.

Note: OIT does not repair answering machines, modems, or personally-owned telephone sets.

Dialing Instructions

Emergency Calls

- Dial **911**.
- Public Safety at **5555**.

Local Dialing *

- **On Campus Calls**—Dial the last four digits of the number.
- **Terre Haute Number**—Dial 97 + seven-digit local phone number.
- **Clinton Number**—Dial 97 + 765 + seven-digit Clinton number.

** The Verizon Terre Haute telephone directory contains the list of exchanges which are in the local dialing area. If you think a number might be local, dial it that way first. If the call goes through, it must be local. If you are certain a number is local but it can not be dialed that way, please call **8000**.*

Long Distance Dialing

- **Commercial**—Dial 97 + 1 + area code + number. At the special tone, dial your long distance code.

- **International**—Dial 97 + 011 + country code + city code + number. At the special tone, dial your long distance code.
- **Operator Assisted (Credit Card or Collect)**—Dial 97 + 0 + area code + seven digit number. At the special tone, dial your credit card number or wait for the operator.

Note: The use of collect/credit card calling while on campus should be restricted to personal use, as these are more expensive than direct dialed calls. Indiana State's current collect/credit card carrier is Qwest. Therefore, you do not need to dial Qwest's 800 number to make a call. If you want to use another carrier, please refer to their instructions for access.

Toll Free Dialing

- Dial 97 + 1 + 8XX + XXX-XXXX.

Directory Assistance

- **Campus**—Dial "0."
- **Local***—99 + 1 + 812 + 555-1212. At the special tone, enter your long distance code.
- **Long Distance***—99 + 1 + area code + 555-1212. At the special tone, enter your six-digit authorization code.

** There will be a charge for each local and long distance information call.*

Cellular Telephones and Pagers

Employees who need a cellular device for business purposes and who meet certain requirements may, when approved by the department head and appropriate vice president, receive additional pay to fund a personal cellular device (e.g., cellphone, Blackberry). The ISU Cellular Device Policy covers the requirements and procedures and may be found in the Indiana State University Handbook, Section V at <http://web.indstate.edu/adminaff/handbook/SectionV.pdf>. Additional information concerning the policy and procedures may be obtained by calling the Payroll Office at **3533**.

In certain limited circumstances cellular devices may be provided through a University contract initiated through the Office of Information Technology. These are also explained in the ISU Cellular Device Policy. In such cases, contact Telecommunications Services, at **4183**, for information concerning procedures.

Pagers (“beepers”) with state, regional, or national coverage are available. These must be procured through Telecommunications Services. A written request (paper or e-mail) authorizing payment of the expenses must be sent to Telecommunications Services at tlchelp@indstate.edu by an individual authorized to approve charges against the responsible account.

Campus-wide Emergency Notification

Indiana State University is currently utilizing an emergency notification system that sends text messages to the cell phones of students, faculty, staff and other interested individuals in the event of an emergency. The system will be used to deliver emergency notices concerning crisis situations of an immediate nature as well as university-wide weather-related closings, campus crime alerts and Amber alerts. Individuals may opt to receive emergency notification via text messages to cell phones, e-mail or both. Other information and notification options will be made available as needs dictate. To register for the emergency notification service, visit <https://www.getrave.com/login/indstate.edu>.

Satellite Feeds and Recordings

Requests for satellite feeds may be made to Video Engineering Services through an on-line form at <http://web.indstate.edu/videosvc/satellite-form.html> or contact veshelp@indstate.edu.

Cable TV

Cable service is provided by Time Warner Cable of Terre Haute. A channel lineup is available on the Internet at <http://www.timewarnercable.com/terrehaute/> under Programming/Channel Lineups. All of the standard cable channels are available except for channels 14, 20, and 21. Service or installation for non-residence halls may be requested through veshelp@indstate.edu.

Research Channel

The Research Channel is a service provided by a consortium of research universities and corporate research divisions dedicated to broadening the access to, and appreciation of, individual and collective activities, ideas, and opportunities in basic and applied research. The Research Channel may be viewed on campus cable channel 21.

Deutsche Welle Channel

The German International Broadcasting Service, Deutsche Welle, provides information seekers a global package of television and the Internet. DW-TV is offered in German, English, as well as Spanish, and Arabic on ISU’s cable channel 15.

Sycamore Video Channel

Sycamore Video Productions can be viewed on ISU’s cable channel 20. Sycamore Video is provided by the Department of Communication’s mass communication students.

Broadcast Audio

Indiana State Communications and Marketing provides broadcast-quality audio feeds to National Public Radio (NPR), the BBC, and other radio outlets. Faculty and staff who are being interviewed by phone for such radio programs are welcome to arrange to have the interviews conducted in the audio studio in order to ensure the quality of the audio recording. For more information, contact Dave Taylor at 3743 or dave.taylor@indstate.edu.

Video Conferencing

On Campus Sites

Video Engineering Services provides infrastructure support for all intercampus two-way video facilities.

Distance Learning Classrooms

Indiana State has five fully equipped classrooms designed specifically for video delivery of classes at a distance. Descriptions of these classrooms can be found in the Instructional Spaces section of this guide. (See page 18).

Video Equipped Conference and Meeting Rooms

These rooms are equipped with professional grade video conferencing equipment including high-end cameras and sophisticated software-based conference control tools.

- **Gillum Hall**, room 103 is equipped with a Life-size IP codec. The room can accommodate six people. Call 2100 for scheduling and availability.

- **Rankin Hall**, room 40 is equipped with a Polycom IP codec and can accommodate ten people for this purpose. Call **2664** for scheduling and availability.
- **Erickson Hall**, room 106 is equipped with a Polycom IP codec, LCD projector and screen, PC computer, and VHS videotape player. This room can accommodate 12 people. Call **2333** for scheduling and availability.
- **Normal Hall**, room 124 is equipped with a Lifesize IP codec, LCD projector and screen, PC computer, and VHS videotape and DVD players. This room can accommodate ten people. Call **2676** for scheduling and availability.
- **Terre Haute Center for Medical Education**, part of the Indiana University School of Medicine, has equipment available in Holmstedt Hall, room 143. This room is equipped with a Polycom IP codec. Call **2777** for scheduling and availability.
- **Landsbaum Center**, rooms 100, 102, 103, and 137 are equipped with video teleconferencing equipment, LCD projector and screen, PC computer, and VHS videotape and DVD players. Rooms 104, 133, 200, and 201 are small meeting rooms equipped with a Polycom IP codec. Call **7609** for scheduling and availability.



Library Services

The Cunningham Memorial Library provides access to more than 300 electronic indexes and full-text databases, 5,000 electronic books, and to more than 50,000 full-text electronic journals, magazines, trade publications, newspapers, newsletters, and wire services. The on-line catalog has several search enhancement links to Google and Amazon. Several hundred on-line reference sources are also available.

Technology Overview

The library is fully wireless. More than 110 full-service computers are available to the public throughout the library's five floors. Eleven first-floor computers are equipped with scanners. One computer workstation is set up for the visually challenged and includes ZoomText capabilities to enlarge print and read aloud equipment. Four collaborative workstations are spread throughout the first floor, allowing groups of five to eight students to share a dual monitored computer set-up. A new type of workstation that conveniently enables four people to collaborate using a computer monitor mounted on a flexible arm is also available. ISU logged-in students have one printer per floor. Students using computers on the first floor may also print to a color printer. Com-

munity users print to a central Canon photocopier/printer on the first floor. The cost for community users is 10 cents per page. Machines accept Sycamore IDs, while guest cards may be purchased for \$1.00. Value may be added to guest cards and Sycamore IDs at on-campus locations. The circulation desk handles requests for refunds and problems with cards. Several laptops are available for check-out to ISU commuter students from the circulation desk. The Reference/Instruction Department has an instruction lab on the second floor. The library maintains one large multimedia meeting room that can be reserved by faculty. The library's first floor events area can be configured for both movies and PowerPoint presentations for programs that are co-sponsored by the library.

Important Library Links

Be sure to add the following sites to your computer's Favorites/Bookmarks:

Services for Faculty	http://library.indstate.edu/services/faculty/facultyinfo.html
Live Chat (during Library hours)	http://library.indstate.edu/tools/reflive.html
Library Catalog	http://luis.indstate.edu
LibGuides (research guides)	http://libguides.indstate.edu/
Electronic Reference Materials	http://library.indstate.edu/databases/erefbooksaz.asp
Interlibrary Loan Logon	http://illiad.indstate.edu/logon.html
Academic Integrity	http://www.indstate.edu/academicintegrity/index.htm
Resources for Teaching Faculty	http://library.indstate.edu/about/units/instruction/faculty.html
Subject Liaisons	http://library.indstate.edu/about/staff/subjects.asp
Research Guides, Tutorials, etc.	http://library.indstate.edu/about/units/reference/researchhelp.html
Turnitin Tutorial for Faculty	http://library.indstate.edu/tools/tutorials/turnitin/
Plagiarism Tutorial for Students	http://library.indstate.edu/tools/tutorials/plagiarism/
Library Hours	http://library.indstate.edu/about/calendar.html
Library Blog	http://isulibrary.wordpress.com/
Library's MySpace	http://www.myspace.com/isulibrary
Wabash Valley Visions &Voices	http://visions.indstate.edu
Archives	http://www.indstate.edu/archives/

Physical and Virtual Setting

Library collections are housed in the Cunningham Memorial Library building (Main Library), built in 1973. University Archives are housed in Normal Hall, the original campus library. University Archives maintains a growing digital archive at <http://www.indstate.edu/archives/>. ISU users log on by using their ISU Network ID. The library is fully wireless so you can also bring your ISU-issued laptop and use it anywhere in the building; however you will not be able to print to a library printer. Public computers also contain the Microsoft Office 2007 suite, Adobe Photoshop, SPSS, and Endnote. Community users who bring in wireless laptops cannot access the campus wireless network. Several first floor computers are connected to HP Scanjet scanners using HP Direct. Near the reference desk, a microfilm reader/printer includes a computer connection that allows downloading and e-mailing of scanned materials.

The ISU library main URL is <http://library.indstate.edu>. Links to parts of the library are included on MyISU Portal's Faculty or Staff tab page. Academic and research links to Internet-based resources are a major part of the library's resources. In addition to the computers in the library, campus-wide access is available, as is off-campus access (from off-campus, some materials, such as our proprietary databases like ProQuest, are available only to the ISU community). Library holdings from Rose-Hulman Institute of Technology and Saint Mary-of-the-Woods College are also included.

Federated searching is a recent development, designed with the "Just Google It" generation in mind, in order to be able to search across database platforms (e.g., search for items in ProQuest and Ebscohost databases simultaneously), so you can try a search for a topic and not have to worry about learning how to use multiple database designs. There are benefits and cautions associated with federated searching. Try it out and then compare your results with more traditional search approaches in individual databases. Federated searching may relieve some of the tension of the undergraduate or casual searcher; regular researchers may still prefer to search their various databases directly, as many special search features available in individual databases are lost in federated search mode.

Library homepage highlights include the Reference Live Chat, E-mail a Librarian, New Books/Items, Renew Books On-line, Library Blog, and Wabash Valley Visions and Voices links on the ISU-blue border.

The *Find* section of the Library home page leads you to:

- **Books**—leads to the complete on-line catalog
- **E-Resources**—e-journals, e-books, databases, on-line newspapers, and other electronic resources
- **Course Reserve**
- **DVDs and CDs**—you can search the on-line catalog for all materials; this separate database was developed locally
- **More Resources**—links to On-line Reference Books by Type of Source and Subject, Other Libraries and Collections, Internet Search Tools, Internet Quick Links

The *Library Information* section of the Library homepage leads you to:

- **Research Help**—refer your students to our tutorials, research guides, the Assignment Calculator, Research Paper Planner, Citation Management software and support materials, and find out about personal assistance.
- **Services**—Circulation, Reference/Instruction, Interlibrary Loan, Check My Account (on-line renewal), Course Reserve, Special Collections, Suggest a Library Purchase, and further links to pages set up to serve different client groups, including Faculty, Graduate Students, Distance Education Students, Students with Disabilities, and High Schools and Other Non-School Groups.
- **About Us**—Library Hours and Calendar, Mission and Goals (includes Annual Reports, Library Faculty Manual, Positions Open), Circulation Policies
- **Hours**
- **Comments**—Comments and suggestions

Library Collections and the On-line Catalog

The library contains more than 1.4 million items including more than 900,000 books (15,000 reference books; 3000 e-books; and a large number of audio books). The library subscribes to 1,500 print magazines, journals, and newspapers, but also provides access to more than 40,000 full-text electronic journals, magazines, trade publications, newspapers, newsletters, and wire services. The library also has many older, bound volumes of periodicals, almost half a million government documents, and assorted non-print media, including DVDs, VHS, computer games, CDs, and microformats. All library collections are available via the on-line catalog at <http://library.indstate.edu/>. Standard author, title, and Library of Congress Subject Heading (LCSH) searching is available. Keyword searching allows users to set limits that include dates of publication, format, and location. Keyword searching is the most familiar type of searching to the Internet user, but one also needs

to understand the benefits of the LCSH structure. Print volumes of the LCSH are available at the reference desk and near the print reference collection (first floor). Call number searching is also available and can provide a virtual “what’s on the shelf” view of library collections. The library does not purchase textbooks.

Additional features of the on-line catalog include links to Amazon.com records, Google Book searches, and clickable links from a record’s Author, Subject, and Call Number fields. Special searches can be run for New Books, DVDs and CDs, and on-line renewal of most checked out items. ISU users receive e-mail “courtesy notices” when materials are coming due. Access patron information via the on-line catalog to initiate a renewal request. Most items may be renewed three times.

Reference Services

<http://library.indstate.edu/about/units/reference/lishome.html>

ISU Library’s reference/instruction librarians are organized under a collaborative, liaison model. Each librarian has collection development, reference, instructional and general outreach responsibilities for one or more colleges or academic departments. While the main point of contact for day-to-day reference assistance remains the reference desk, for in-depth research assistance faculty, students, and staff can identify the pertinent Subject Liaison at <http://library.indstate.edu/about/staff/subjects.asp>. Regular reference support may be obtained in person at the reference desk, by phone at 2580, by e-mail at <http://library.indstate.edu/tools/questions/> or by on-line chat at <http://library.indstate.edu/tools/reflive.html> during regular library hours. To access the on-line services go to the library’s Web page at <http://library.indstate.edu> and select “Reference Live Chat” or “E-mail a Librarian” from the left column.

E-Resources

<http://library.indstate.edu/eresources.html>

The Cunningham Memorial Library provides thousands of electronic resources including e-journals, e-books, and databases to support the educational and research mission of Indiana State University. These resources are made available to all ISU faculty, staff, and students, twenty-four hours per day, at all times of the year. Many databases include personalization features that permit setting up individual accounts with alert services and the storage of search results for multiple sessions to accommodate long-term research projects. An example of a highly personalized

service is ScienceDirect. Using ScienceDirect, library patrons may access not only subscribed e-journals, but also select individual articles from electronic resources to which the library does not subscribe. The library pays for all selections. Patrons can immediately access purchased content without contacting library staff.

The library provides a number of online research guides and tools to assist patrons in using electronic resources.

Detailed tutorials: <http://library.indstate.edu/tools/tutorials/>

Library guides with tips for finding information on specific subjects: <http://libguides.indstate.edu/browse.php>

General research help: <http://library.indstate.edu/about/units/reference/researchhelp.html>

Report a problem or get technical support: <http://library.indstate.edu/tools/problems/dbproblems.asp>

Off-Campus Access to Electronic Resources

http://library.indstate.edu/services/distance/proxy_instructions.html

The home page, on-line catalog, research guides, etc. are freely accessible from any off-campus access point. The library uses EZproxy to allow remote connections to databases and electronic resources normally restricted to the ISU campus. To access these databases, enter your Sycamore ID and password at the login screen once you have chosen a database. If you have problems accessing resources with the EZproxy server, contact the library at **812-237-2580**. Be prepared to give the librarian the following information:

- Internet service provider or ISP (i.e., AOL, Earthlink, etc.)
- Browser type and version
- When you encountered the problem
- What resource you were attempting to access
- If you can access other campus resources with your Sycamore Login and Password

For more information on using EZproxy go to http://library.indstate.edu/services/distance/proxy_instructions.html

Database Search Tips to Share with Your Students

Students should not use Google, Wikipedia, etc. to conduct legitimate, academically acceptable research for their library projects. Reference/instruction librarians can assist in designing research assignments that clearly spell out requirements for library-based writing assignments. Reference/instruction librarians can also assist teaching faculty in choosing the best set of databases.

- **Think of questions and terms about your topic.** Brainstorm different words and phrases. Conduct a few very general searches in the on-line catalog or the general topic databases to discover additional terms. Start a research journal to keep track of what works and what doesn't, or download a copy of the Library Research Planner at <http://library.indstate.edu/about/units/instruction/researchplan.doc>.
- **Allow sufficient time to utilize the vast resources available.** In order to set up a timeline, connect to the Library's Assignment Calculator at <http://library.indstate.edu/tools/calc/>.
- **Select appropriate databases** by examining the library's subject database listings and descriptions at <http://library.indstate.edu/databases/databaselists.asp>. Look for the blue 'i' for information about the database, and in some cases a "t" indicating that a tutorial has been developed for the database.
- **Start with a broad, general search.** Don't enter "natural language," enter one or more key words. Put phrases in quotation marks—most databases recognize you want the words searched as a phrase.
- **Use Advanced search features** in the databases that will help you focus; in particular, date, type of resource, even name of a specific publication.
- **Examine one or more individual results.** Read through the Abstract. Note Keywords, Subject Headings, Descriptors. Use those to build your next search.
- **Use Boolean operators/connectors** between search terms to narrow or expand the results of your search. Many databases have search grids that already contain a default Boolean operator. Remember, "or" expands a search and "and" narrows the search. There are other Boolean search techniques you can use in databases to further focus your search: truncation, nesting, etc. Use the database Help links to find out more specifics about this invaluable search tool. For a general introduction to Boolean

searching, go to <http://library.indstate.edu/about/units/instruction/key.pdf>.

- **Limit your searches.** Many databases include an option to retrieve only journal, scholar, or even peer-reviewed articles. For databases that contain a mix of full-text and citation-only, first use the LinkSource to "Check Availability" of full-text in one of our other databases. Then, if necessary, limit your database search to just full-text articles. You may not find everything you need, or the best information, but you may find sufficient information. If you allow enough time, use Interlibrary Loan to request a copy of an article from another library.
- **Adapt your search strategy.** Be flexible in your searching. If one term doesn't work, try a different one. Approach your topic using as many search strategies as possible. There will never be one perfect search for your topic.
- **Be cautious in using the freely available Internet.** The Internet contains an inordinate amount of repetitive, superficial information, often of a promotional, persuasive, or biased nature. The "subscription-based" databases and on-line books you use at ISU are produced by legitimate publishers; indeed, many of the databases originated as print indexes decades ago. Searching the Web, even if you use the Advance features of a search engine such as Google, is often very time-consuming and may give you information of suspect quality. Often professors will give explicit instructions as to how much of the 'free' Web you can search. Stick to library databases, catalogs, and recommended links where you can find high-quality information quickly.
- **Ask for assistance from reference/instruction whenever necessary.** Try searching on your own, but if you run into trouble, don't get frustrated. Library research can be tricky, and librarians can quickly get you pointed in the right direction.

Course Instructional Services

The library endorses and supports the principles of information literacy as outlined in the American Library Association's Association of College and Research Libraries Information Literacy Competency Standards for Higher Education at <http://tinyurl.com/3q3uy6>. Librarians work collaboratively with teaching faculty to infuse course assignments and research projects with appropriate information and computer-literacy goals and objectives.

Librarians conduct instructional sessions in the library's Instruction Lab, in classrooms campus-wide,

and, occasionally off-campus. The Reference/Instruction Department provides year-round formal instructional sessions to class groups, tailoring instruction to specific assignments and student needs, and also provides individualized instruction to all library users desiring more information about using the library. To receive more information or to make an appointment, call the instruction scheduler at **2604** or visit the instruction Web site at <http://library.indstate.edu/about/units/instruction/liohome.html>.

Reference/instruction librarians provide instructional support via Blackboard. All ISU-generated Blackboard sites have three library-related buttons: 1) to the **Library Home** page; 2) to **Live Chat**; and 3) to **Electronic Course Reserve**. Instructors are strongly urged to add their Subject Liaisons to their Blackboard sites as course builders. Reference/instruction librarians can link directly to resources a specific course needs, create new bibliographies and Web sites, provide direct links to electronic resources, and more, as time allows. For an example of a Blackboard site tailored to a specific student group (Communication 101 students), once logged into Blackboard, click on the Course tab. In the Course Search box, enter "speech communication." You should receive one response: DEV-COMM-101. Click the "Enroll" button to enter the course site.

Distance Education Support

<http://library.indstate.edu/services/distance>

Distance education students enrolled in Blackboard courses should be encouraged to use the Live Chat links on their Blackboard sites for general library and reference support. Students can contact their reference/instruction subject specialist via phone or e-mail for more in-depth support. Distance Education students must have an official ISU ID in order to use interlibrary loan, check out books, and use other campus services (see <http://www.indstate.edu/parking/idcards.html>). Distance Education students who cannot conveniently make a trip to the ISU campus may request a student ID from Traffic and Parking Services. To request an ID card, call **(812) 237-8888**. Or e-mail parking@indstate.edu. The e-mail must include:

- Student Name
- Student University Identification Number (Note: This is the student's 991 number not the student's social security number)
- Student complete mailing address (street and/or post office box)

Reference/instruction librarians are utilizing Adobe Connect (formerly known as Breeze), MySpace,

Facebook, and other applications to connect with distance education students. Contact the appropriate subject liaison to find out what possibilities exist. In addition, Shelley Arvin, reference/instruction librarian, has been designated the Distance Education Coordinator and may be contacted for general advice about distance education support at Shelley.Arvin@indstate.edu or 812-237-2605. Distance Education students have a toll-free number that connects to the reference desk at 1-800-851-4279. They can also use the regular reference desk number 812-237-2580. The library's Interlibrary Loan Office provides document delivery services for distance education students. For questions about document delivery or general interlibrary loan questions, e-mail libill@indstate.edu or call **812-237-2566**.

Interlibrary Loan

Interlibrary loan requests are accepted via the ILLiad system. First-time users must set up an account, including ISU ID number, at <http://illiad.indstate.edu> and click on Create an Illiad Account. Thereafter, use <http://illiad.indstate.edu> to login, fill out a new request, check on the status of submitted requests, download received electronic articles, etc. In many databases, interlibrary loan is reachable from database searches via the LinkSource connection when you use the Check for Availability link for articles not available as on-line full-text in a particular database. The LinkSource Interlibrary Loan link will automatically bring up the ILL login page. Once you login to ILL, the request form is usually filled in for you! Additional information can be obtained by e-mailing libill@indstate.edu or by calling Interlibrary Loan at 2566, Monday–Friday, 8:00 a.m–4:30 p.m.

Research Support Services

ISU researchers have access to WorldCat, with links to the ISU library and Interlibrary Loan available directly from the catalog, as well as INCat, the Indiana-library only version of WorldCat, and links to a host of individual Indiana libraries from Other Libraries and Collections at <http://library.indstate.edu/databases/catalogs/catalog.html>. Reference/Instruction librarians can consult with you on many research issues, including the growing areas of open access, electronic publishing, and other digital faculty scholarship initiatives.

Reserves and Electronic Reserves

Instructors wishing to place materials on reserve should use the following forms:

- Library-owned items—<http://library.indstate.edu/about/units/circ/forms/libraryowned.doc>
- Personal items—<http://library.indstate.edu/about/units/circ/forms/personal.doc>
- Photocopies—<http://library.indstate.edu/about/units/circ/forms/photocopies.doc>

Desk reserve materials can include books, videos, slides, audiotapes, or CDs. At the circulation desk, students request items by call number, faculty member's name, or course number. Students will need their ID to check out items. Reserve loan periods are set by the instructor and range from two hours to one week. Those materials checked out for two or four hours may not leave the library. Overviews of reserves for faculty and for students are available at <http://library.indstate.edu/about/units/circ/reserves/index.html>.

Electronic Reserves are scanned photocopies of materials such as journal articles, practice exams, homework assignments, etc., and can be accessed from any Internet connection as long as Adobe Acrobat is installed. Electronic reserves are accessed on-line only. Once materials are scanned, each instructor receives a password to give to his or her students. To access electronic reserves students go to <http://ereserves.indstate.edu/eres/>, look up their course and enter the course password which will bring up the articles.

Many copyright issues are involved in electronic reserve. For example, some instructors request that an entire textbook be scanned and available, this is not allowed under copyright law. Questions about copyright can be directed to the reserve staff person in Circulation; also copyright policies are found at <http://library.indstate.edu/about/units/circ/reserves/copyright.html>. Tim Gritten, librarian in charge of the library's Systems Department, has been designated as the library's point person on copyright issues, including those pertaining to electronic course reserves. Contact him by e-mail at tim.gritten@indstate.edu.

Wabash Valley Visions and Voices Digital Memory Project

<http://visions.indstate.edu/>

Wabash Valley Visions and Voices Digital Memory Project (WV3) is a digital memory project focused on the Wabash Valley region in west central Indiana and east central Illinois. Libraries, archives, historical societies, museums, community groups, and area residents are contributing to the searchable database of primary source material that contains images linked to descriptive information referred to as metadata.

The database holds more than 56,000 still and moving pictures, artifacts, manuscripts, documents, yearbooks, and printed texts that are both historic and recent in origin. The digital assets may be used in support of faculty and student research and classroom study. Special collections within WV3 include the "O Miners Awake" project that documents coal mining in Vigo, Vermillion, and Sullivan counties, the "Early Vincennes" project that furnishes access to court records of the Old Northwest and Indiana Territories, and the recently initiated "Dear Comrade" project that will include approximately 5,000 letters related to Eugene V. Debs. Wabash Valley Visions & Voices is a resource provider for the Resource Connection developed by the Indiana Humanities Council to provide digital assets in support of K-12 instruction through the Indiana Department of Education's smartDESKTOP and is a contributor to Indiana Memory, a statewide digital repository developed by the Indiana State Library in Indianapolis. For information about use of the images and materials, visit <http://visions.indstate.edu/cdm4/copyright.php>.

Wabash Valley Visions & Voices also hosts Community History Days throughout the region. Families and individuals are invited to bring their personal photos, documents, memorabilia, and physical artifacts to their local history day event where they are scanned and the information recorded for the creation of searchable metadata. Items contributed by the public are accessible through county specific community collections. These collections contain a wide variety of material and currently cover Knox, Parke, Sullivan, Vermillion, and Vigo counties.

University Archives

<http://www.indstate.edu/archives/>

Located on the second floor of Normal Hall, the University Archives takes in, preserves, and makes available for research records of and related to Indiana State University along with papers and artifacts of historical value. Inside the archive, university and student publications, athletics materials, photographs and more document the history and operations of ISU to its beginning as the Indiana State Normal School. The archives are open by appointment to students, faculty, staff, and the public for research and reference. Copying services are available to reproduce desired items with photocopies, digital scans, or photo prints. Additionally, University Archives is responsible for updating the university's records retention schedule, which arranges for the timely destruction of records no longer needed and retains other records in accordance with legal, fiscal, or administrative obligations.

Circulation Services

Complete circulation services information, including check-out periods and fines may be found at <http://library.indstate.edu/about/units/circ/>.

Circulating materials may be checked out with an ISU ID or guest borrower's card. Most materials may be renewed on-line three times. On-line renewal is available on the library home page located in the left column at Renew Books On-line, or, when in the On-line Catalog, by clicking on My Account. At <http://library.indstate.edu/about/units/circ/>, faculty can complete a Faculty Authorization for Proxy Patron form to allow a student to check out library materials on their behalf, reserve a library media item for class or library use, recall checked-out materials, request a search for materials not found on the shelf, request an item in remote storage (usually back issues of journals) located in Normal Hall, or inquire about an item on order or in process.

Collection Development

<http://library.indstate.edu/about/units/colldev/>

Teaching faculty play a crucial role in developing the library collections. Request books and DVDs [DVD is the preferred format] for purchase via your departmental library representative or discuss with your library liaison. General suggestions can be submitted at <http://library.indstate.edu/about/units/colldev/prf.html>. *Books in Print On-line* includes an e-mail option; requests are e-mailed to the library's Acquisitions/Serials Department. Requests for new serials and databases are handled annually. Part of keeping library collections usable also includes de-selection or withdrawal of items that are out of date or damaged. Some databases and print runs of periodicals (those replaced by on-line access) are also targeted. Semi-annual withdrawal lists are published at <http://library.indstate.edu/services/faculty/>. Teaching faculty are urged to examine these lists and comment on items they wish to remain in the collection. Department or programs coming up for accreditation visits should view <http://library.indstate.edu/about/units/colldev/accreditation.html>.

Special Collections Department

<http://library.indstate.edu/about/units/rbsc/>

Located on the third floor of the library, the Special Collections Department contains rare and other materials in the form of books, pamphlets, manuscripts, photographs, memorabilia, and similar items. Among its major collections are the world-renowned Cordell Collection of Dictionaries, the Eugene V. Debs Col-

lection, the WPA Indiana Federal Writers Project, and the Indiana Collection, which features authors such as James Whitcomb Riley, Booth Tarkington, and Theodore Dreiser, as well as county histories and regional materials. The Special Collections Web site includes digitized collections, indexes, and other search tools. ISU tenured and tenure-track faculty are asked to contribute copies of monographs to the faculty collection, see <http://library.indstate.edu/about/units/rbsc/faculty/faculty-idx.html>.

Recreational Use of the Library

The library has, in recent years, made a commitment to support not only the academic, but also the recreational needs of the ISU community. A large collection of popular movies, music CDs, recorded books, computer games, etc., is now available. In addition, the library has Wii, Dance Dance Revolution, and Guitar Hero available for check-out by students and organizations. The library's print browsing collection of popular fiction and non-fiction and other browsing categories (graphic novels, media, and recorded books are all part of the browsing collections) can be searched for specific holdings when you click on Advanced search and choose the Set More Limits button.

How to Find Out More

New tenure-track faculty receive individual orientations to the library from the reference/instruction department librarians. Returning faculty who need a refresher or who are teaching new content, new staff and adjuncts, and students are welcome to contact the reference/instruction department to request an individual instruction session. Call the reference desk at **2580** or the instruction scheduler at **2604**.

In addition, use the interactive on-line tutorials on conducting library and Internet research. Most of the tutorials at <http://library.indstate.edu/tools/tutorials/> are designed to take about fifteen to twenty-five minutes to read. On-line research guides on a variety of topics, listing print and on-line resources, are available from the Research Help page <http://library.indstate.edu/about/units/reference/researchhelp.html>.

During the annual library **Extravaganza** event, this year scheduled for September 10, 2009, the entire campus has an opportunity to visit the library for fun, food, prizes and information. Reference/instruction staff will be demonstrating new resources and services and highlighting changes in others. Print support materials will be available.

Web & Media Production

The professionals who work within the areas of Web and media production at Indiana State University are experts in video production, Web development, photography, and interactive and multimedia design. They are available to assist in the creation of media enhancements for instruction.

Web Development and Support Services

Communications and Marketing's Web Development and Support Services establishes standards and guidelines for all University-related Web sites. Web sites are an integral component of the University's communications with potential students, their parents, the community and, of course, Indiana State faculty, staff, and students. The Indiana State Web site is an important part of Indiana State's integrated marketing campaign, therefore, care is taken to develop consistent and accurate messages through this media.

The Web Development and Support Services unit offers the following services:

- Assists in establishing unit accounts within the University and training.
- Establishes University-wide standards for Web sites (<http://www.indstate.edu/webguide/>).
- Provides resources for Web development.
- Hosts monthly "brown-bag" sessions for departmental web editors.
- Provides graphic standards for University Web and print publications, site navigation suggestions, and content ideas for Indiana State administrative unit and academic department Web sites.
- Reviews current and in-progress University Web sites.
- Coordinates with the Office of Information Technology (OIT) to provide the backend technical support and for advanced Web site development issues.
- Maintains the Indiana State home page and top-level pages, including the audience path and utility pages, such as the Indiana State A-Z index.

Administrative units and academic departments generally have a Web site coordinator and their own Web site developers who may be professional or support staff.

Currently, OIT and Communication and Marketing are in the process of changing the primary web publishing environment to Microsoft Office SharePoint Server 2007 (MOSS 2007). MOSS 2007 is a suite of server capabilities that integrate with multiple desktop applications currently in use at ISU, most notably, Microsoft Office. When fully implemented, users will be able to control documents through detailed, extensible policy management, information will be securely stored centrally by OIT, web content management should be simplified and easier/more efficient collaboration with both internal and external entities will be possible.

For more information contact Bill Herndon, Web content manager, at 8037 or bill.herndon@indstate.edu.

Departmental Web Accounts

Indiana State departments or organization can request departmental Web accounts. To have your department's account created:

- **Appoint a Departmental Web Coordinator** who is directly responsible for the department's Web pages. The Web coordinator is the official contact for the departmental Web pages. This person ensures that all documents are appropriately reviewed for content by the department chairperson or their designee. This person assures timely updates and maintenance of departmental documents, coordinates the internal names of Web documents for the departmental Web space, and assures that appropriate links exist to official, central Web resources, such as University Catalog materials, from departmental pages. This person serves as the contact for information and changes relating to Web services provided on the central server.
- **Request a Departmental Indiana State Web account from the Office of Communications and Marketing.** OIT will provide the departmental Web coordinator with the user ID and password required for moving Web material to the central Web server (www.indstate.edu). If the password is unknown or needs to be changed, the Web

coordinator or other designated authority must make the password change request. Requests to change passwords by unauthorized individuals will not be honored.

Web Accounts for Instructional Use

Indiana State provides Web space for Indiana State faculty professional pages and course material. To obtain an account for an instructional Web site call the OIT Help Desk at **2910** or e-mail it-help@indstate.edu. Include the following items in the message:

- E-mail address,
- Full legal name,
- University status: faculty or staff,
- Department,
- Building and room number, and
- Preferred username (eight character maximum).

Personal Web Pages (Sapphire)

Indiana State provides space for faculty and staff to create personal home pages. All faculty and staff are eligible for a 20 MB Web account on the Web server named Sapphire. You can request an account through the OIT Help Desk, and you can access your account using your Sycamore Login and Password. For more information, visit <http://ithelp.indstate.edu/websupport/web-accounts.html>.

Interactive and Multimedia Design Services

The staff of Interactive Multimedia Design Services offers a wide range of design and consultation services to faculty and staff. A creative team of designers is available to help translate ideas into multiple forms of visual media. These services include:

- **Digital Design**—creation of illustrations, animations, and interactive media for educational presentations, Web-based instructional delivery, and multimedia displays.
- **Multiboard, Large Format, and Poster Displays**—design, layout, and printing assistance for educational conferences and Indiana State campus events.

- **Informational/Instructional Signs**—design, printing, dry mounting, and lamination of computer-generated signs for campus use.
- **Professional Journal Print Materials**—design and production of color or black/white computer illustrations, charts, and graphs for journal publication.
- **Dry Mounting**—mounting of photographs and other paper products on a variety of sheet materials.
- **Lamination**—lamination of materials on a thin plastic film for protection and increased longevity.

Contact CIRT at **2603** or visit <http://www.indstate.edu/cirt/imds/> to arrange a consultation for any of these services.

Photographic and Digital Imaging Services

The Office of Communications and Marketing provides professionally produced (traditional or digital) photographic images for educational, marketing, and research needs.

Subjects can include individuals, groups, products, department facilities, building exteriors and interiors, and more. Photo sessions can be conducted in a studio or on site.

Images can be provided in digital or printed format based upon their intended use.

For more information, contact Tony Campbell, photo services manager, at **3788** or tony.campbell@indstate.edu. Please provide as much lead time as possible for all photo requests.

Digital Audio Recording and Performance Video Services

Audio productions that are made by Educational Technology Services (ETS) may be placed in the Department of Music Listening Library and Archive which is found in Fine Arts, room 305. Call **2313** for more information.

The performances that are automatically recorded and sent to the Listening Library include:

- Visiting Artist Series
- Faculty Artist Series
- Contemporary Music Festival
- Honors Recital

- Concerto Recitals
- Senior Recitals
- University Ensembles

These performances are recorded and archived as part of ETS' mission to support the educational process. Artists can purchase CDs of the performance for \$10.00 per copy.

Other performances that can be recorded upon request, but are not automatically sent to the Listening Library are:

- Student Recitals (not required by curriculum)
- Department Recitals
- Studio Recitals
- Auditions (for graduate programs or jobs)
- Demos
- Community Organization Performances

These performances need to be scheduled with Educational Technology Services to be recorded. They can be reached by calling **2690**. For these performances, there are charges for the following:

- Technician's time to capture the performance and perform basic CD mastering (\$20.00) and
- CD copies (\$10.00 each).

Recital Hall scheduling is arranged by calling the Music Department at **2771**. Tilson Music Hall scheduling is arranged by calling the Hulman Center at **3770**.

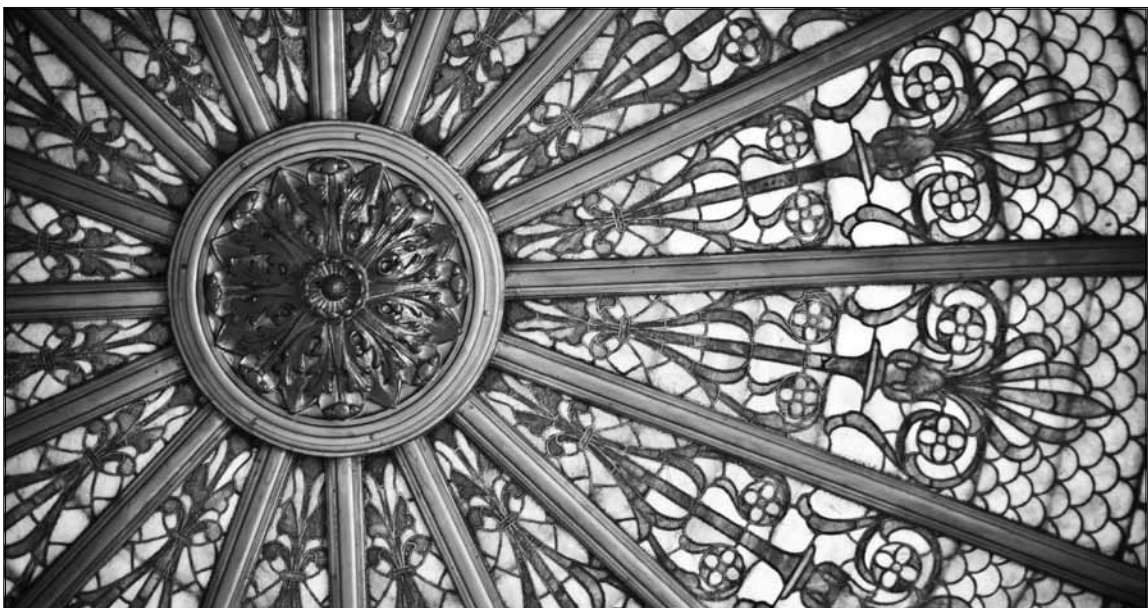
Video Production

The Office of Communications and Marketing, Video Production provides services to meet a range of educational, marketing, and informational needs of the university. While their primary goal is marketing the University, the Video Production department serves Indiana State faculty and staff with the production, shooting, and editing of broadcast-quality video programming that is produced in a professional manner with state-of-the-art equipment. Products can be delivered in a variety of formats, including beta (broadcast) tape, DVD, CD, mini-dv or encoded for the web.

For more information contact Tracy Ford, video production manager, at **4328**, or tracy.ford@indstate.edu.

Video Duplication and Encoding

Video Engineering Services can provide single or multiple copies of VHS and DVD recordings. Video Engineering Services can also convert VHS tapes to or from any of the worldwide recording standards, including PAL, SECAM, and NTSC. Encoding/Streaming is used in the distance learning classrooms allowing instruction to be recorded digitally (encoded) to a file that can be delivered multiple ways: streamed via a link on a course Web site and watched by a student using Windows Media Player, Real Player, Quick Time, and/or burned to a DVD or CD-ROM, or copied to a VHS videotape. For more information about fees and services contact CIRT at **2603**.



Administrative Technology

The Office of Information Technology, in partnership with the Indiana State University administrative areas, manages the computer systems and applications to support all administrative offices at Indiana State. This includes the development, enhancement, maintenance, and production support activities of administrative systems as well as software, utilities and support, and application systems.

Banner

Indiana State uses *Banner* administrative software from Sungard SCT for storage and processing of essential data for administrative purposes.

To request a Banner account, contact the OIT Help Desk at 2910 or it-help@indstate.edu. Please provide the area in *Banner* you are requesting (registration and records, admissions, finance, accounts receivable, financial aid, alumni, payroll) so that your request can be forwarded to the appropriate security contact.

Instructions for installing Banner client software on your PC are available on-line at <http://www.indstate.edu/oit/ics/baninst7>.

Training for Banner is provided by individual departments and offices. For a list of contacts, see the Professional Development, Instructional Design, and Training section of this guide on page 22.

Questions concerning data on either the Banner system or the MyISU Self-Service link should be directed towards the office responsible for entering the data.

- **Student; Student Self-Service**—Angela Garakani, Office of Registration and Records, 2480 or angela.garakoni@indstate.edu
- **Accounts Receivable; Self-Service Account Information**—Lori Holycross, Office of the Controller, 7991 or lori.holycross@indstate.edu
- **Finance**—Bob Anthrop, Office of the Controller, 3521 or robert.anthrop@indstate.edu
- **Finance Self-Service**—Stacy Hammond, Office of the Controller, 3536 or stacy.hammond@indstate.edu
- **Banner Payroll; Employee Self Service**—Payroll Office, 3533
- **Banner Alumni; Alumni Self Service**—Suzi Zurcher, ISU Foundation, 8085 or suzanne.zurcher@indstate.edu.

Self-Service

Faculty and staff can access many of the administrative services within Banner from Self-Service link found in the MyISU portal. OIT's Institutional Com-

puting Services coordinates the programming of these systems with the service offices involved. For more information see contact information listed in the Banner section above.

Personal Information

All Indiana State community members have the Personal Information menu where selected information about each individual is available for review and updating. You may change your Sycamore Password or your security question. You may view and/or update addresses, phone numbers, e-mail addresses, emergency contact information, and marital status. You may also view name change and Social Security Number change information.

Faculty Services

Only those individuals identified in the Banner system as faculty and/or advisors will have this menu. From here faculty can view enrolled student information, transcripts, DARS, schedules, and override registrations or add/drop classes. Faculty can also see and print their class schedules and class rosters. Faculty can designate course sections to be delivered via the Internet. They can process both midterm and final grades, incomplete grades, and three week attendance.

Employee Services

From the Employee Services menu, Indiana State employees may view pay stubs, leave balances, earnings history, and deductions history; verify W-4 tax withholding status; and display W-2 earnings statements.

Student Services and Financial Aid

If you are a current student or have Banner student records due to prior enrollment or admission, this option will appear. Here you may register for classes; drop/add; display your class schedule; view your holds; display your grades and transcripts; run DARS reports; review financial aid requirements and awards; and pay your balance with a credit card.

Degree Audit Reporting System (DARS)

The on-line DARS reports are available to assist in determining student progress towards meeting degree requirements. Faculty may access this system within

MyISU's Self-Service. On the Faculty Services menu, choose Advisor Menu, then DARS. Submit the student's ID number and the term for which you want to run the report. "What-if" audits may also be run for a student. This type of audit takes the student's coursework and applies to program of study a student may be interested in. Students may also run an audit for themselves via the Student Services menu.

Reports are available for viewing for seven days. While efforts have been made to ensure their accuracy, these are internal documents and are not an official certification of the student's academic record or progress towards graduation.

The academic dean's office has the final authority to certify that students have completed all graduation requirements. Report discrepancies to your academic dean's office. DARS questions should be directed to Barbara Stafford, degree audit and transfer coordinator, at **8690** or barbara.stafford@indstate.edu.

Mailing Labels

The Indiana State mail room has acquired PostalSoft software to process address information. The department sends a comma-delimited file (such as one exported from Access or Excel) to the Indiana State mail room, who then uses PostalSoft to sort, barcode, and print mailing labels according to U.S. Postal Service standards, which can provide substantial savings on departmental mailing costs. For more information and details, contact University Mail Services at **8043**.

Argos

Argos is the Web-enabled reporting solution used by the ISU campus. Administrative offices use Argos to do internal reporting and to distribute information to the campus community. An Argos Departmental Tool Kit was developed by the Office of Registration and Records. Training is offered on a monthly basis and the schedule is announced through a Global e-mail. For more information about the Departmental Tool Kit, contact Tess Avelis, Office of Registration and Records, at **2472** or tess.avelis@indstate.edu.

NolijWeb

In a move toward the "paperless office," NolijWeb imaging software is used to provide scanning and retrieval methods for such paper-intensive offices such as Student Financial Aid, Office of Admissions, Office of Registration and Records, Human Resources, Office of the Controller, and School of Graduate Studies. On-line documentation (including installation

instructions, User Guide, and FAQ) is available at <http://www.indstate.edu/oit/ics/NOLIJ.htm>.

Talisma

Talisma is a constituent relationship management tool used by the Office of Admissions to communicate with prospective students via direct mail, e-mail and telephone. Talisma allows admissions to personalize and track its interactions with individual students and the people who influence their choice of college. For more information contact Deirdre Mahan at deirdre.mahan@indstate.edu.

Microsoft Project

Microsoft Project is used to manage medium-to-large projects. It is a database that tracks tasks, resources, assignments, schedules, and costs, allowing the project manager to store, find, analyze and share information. There are numerous views, tables and reports that show almost any aspect of the project, and these can be easily customized by sorting, filtering and grouping. Collaboration is also facilitated by consolidating projects and sharing of resource pools. Although the sheer size and complexity of Project software may appear daunting at first glance, CIRT offers training and consultations to help users find their way and successfully use MS Project to manage their projects. For more information, contact CIRT at **3053** or cirt-training@indstate.edu.

On-line Employment Application System

The Office of Human Resources (HR) has implemented an on-line employment application system in order to automate many of the paper-driven aspects of the employment application process. The system is designed to benefit you by facilitating faster processing of employment information, up-to-date access to information regarding all of your position requests, and more detailed screening of applicants' qualifications before they reach the interview stage.

Hiring managers can use the applicant tracking system to do the following:

- Create and submit position requests to Human Resources,
- View applications of those applying to your position requests, and
- Notify Human Resources of your decisions regarding the status of each applicant.

Human Resources will assist with setting up accounts for hiring managers. If you need assistance or training with the Applicant Tracking System, contact HR at **4371**.

Bits and Pieces

Governance

Information Technology Advisory Committee

The Information Technology Advisory Committee (ITAC) is made up of Indiana State University faculty and staff to provide consultation and advice to the associate vice-president for academic affairs and chief information officer. ITAC examines global as well as local information technology issues, providing input and reviewing Indiana State's strategic plans for information technology, recommending priorities for information technology initiatives, and generally facilitating the flow of information about information technology. Additionally, the committee reviews the proposals and recommendations submitted by the Office of Information Technology (OIT) Core Management Team. Through these efforts, the Information Technology Advisory Committee assists in ensuring that information technology initiatives meet the needs of the Indiana State community.

ITAC Members 2008-2009

Area	Representative
Colleges	
Arts and Sciences	Leslie Barratt
Arts and Sciences	Gary Stuart
Business	Bruce McLaren
Education	Susan Powers
Nursing, Health, and Human Services	Esther Acree
Nursing, Health, and Human Services	Tom Nesser
Technology	Xiaolong Li
At-large Faculty	SAMy Anderson
At-large Faculty	Jennifer Inlow
Library	Tim Gritten
Support Staff	Tracey McDaniel
SITAC	Robert Tichy
Student Affairs	Mark Frederick
Business Affairs	Cindy McClain
Development	Amy Westgard
President's Office	OPEN
ICSC	Sharon Gick
OIT (CIO)	Ed Kinley

Academic Technology Subcommittee

The Academic Technology Subcommittee of ITAC reviews proposals and recommendations in the area of instructional technology facilities (technology-enhanced classrooms, distance learning classrooms, and public and discipline-aligned computer labs). This subcommittee reviews proposals to establish or modify academic IT standards and policies related to the instructional technology facilities and provides recommendations concerning approval and changes. The recommendations of this committee are submitted to ITAC for review and further recommendation to the CIO.

Strategic Planning/Steering Subcommittee

The Strategic Planning/Steering Subcommittee is charged with assisting in developing a strategic plan for information technology at Indiana State University to ensure future choices in technology are informed and responsive to the academic enterprise of the future.

Web Advisory Subcommittee

The Web Advisory Subcommittee is charged with providing input on activities related to the Indiana State University Web site. This includes areas such as design, content, and structure. This subcommittee acts as a conduit for information dissemination to the broader Indiana State University community on issues related to the Indiana State University Web site.

Research Computing Subcommittee

The Research Computing Subcommittee advises CIRT and makes recommendations to ITAC on the best strategies for providing information technology resources to support research activities at Indiana State University. The Research Computing Subcommittee serves as a conduit for the two-way dissemination of information related to research computing between the university and faculty engaged in research. The Research Computing Subcommittee keeps abreast of technological, philosophical, and operational advances that impact research computing and advise CIRT and recommend to ITAC how the University should prepare to support research computing at Indiana State University in the future.

Laptop Program Subcommittee

The Laptop Program Subcommittee makes recommendations to ITAC on the best strategies for leveraging information technology resources to support the laptop program at Indiana State University. This subcommittee acts as a conduit for information dissemination to the broader University community on issues related to the laptop program.

Distance Education Subcommittee

The Distance Education Subcommittee makes recommendations to ITAC on the development and implementation of distance education at the University. The Committee considers and makes recommendations on academic policy matters, program development, academic and technical support services, and professional development.

Student ITAC

In 2002, a subcommittee of ITAC was created to ensure student input in the decisions affecting information technology direction at Indiana State. This subcommittee, called Student ITAC (SITAC), is comprised of eight students. A Student Government Association representative serves as the chairperson of SITAC. The SITAC chairperson is also an ex-officio member of ITAC. An Office of Information Technology staff member attends all SITAC meetings and serves as a resource for the members. SITAC provides advice and opinions regarding information technology decisions that affect Indiana State students.

CIRT Advisory Committee

To help communicate departmental and/or college interests, the CIRT Advisory Committee was created to provide input on policy, feedback on faculty development, and other programming proposals and efforts in the Center for Instruction, Research, and Technology. Committee membership is composed of faculty members appointed by the deans of each college. Committee members assist in identifying strategically valuable initiatives and participate in selecting topics for faculty development programming.

Institutional Computing Steering Committee

The Institutional Computing Steering Committee membership is composed of one or more members from each of the major offices supporting or using Banner. The purposes of the Institutional

Computing Steering Committee are: to provide guidance for possible recommendations to higher administration relating to the direction of institutional computing at Indiana State; to seek group consensus for matters relating to institutional computing that affect multiple offices; to discuss and make recommendations to higher administration for priorities relating to institutional computing which affect multiple offices; and to be used as a vehicle to distribute information to the Indiana State community concerning matters relating to institutional computing.

The chair is elected by a majority vote of the committee. The agenda for each meeting is distributed in advance and members may request items be added to the agenda or to have agenda items re-prioritized for discussion. The chair is an ex officio member of ITAC.

Policies

Indiana State University is committed to an open flow of information within and between the University and the public. Those who use University information resources are to take reasonable and necessary measures to safeguard the operating integrity of the systems and their accessibility by others while acting to maintain a working environment conducive to carrying out the University's mission of instruction, research and scholarship, and public service.

Information resources at the University, including access to local, national, and international networks, are available to support students, faculty, and staff. The Office of Information Technology, under the direction of the provost and vice president for academic affairs and with University community advice, provides development and management of the centrally supported digital infrastructure and related services, and proposes policies related to information technology resources. Report violations of Indiana State computing policies to the OIT Help Desk.

All policies listed below are on-line as part of the *University Handbook* at <http://www.indstate.edu/adminaff/handbook/SectionV.pdf>. Page numbers are noted for each.

The Policy on Information Technology Resources

Approved by the Indiana State Board of Trustees on October 31, 1997. This policy may be found in the *University Handbook* (revised copy November 2006) Section V, pages V-10-24.

The Use of Computer Software Policy

This policy may be found in the *University Handbook* Section V, page V-12.

The File Sharing Programs Policy

This policy may be found in the *University Handbook* Section V, page V-12-13.

The Security of Data Policy

This policy may be found in the *University Handbook* Section V, pages V-13 and 14.

Computer Network/Server Security

This policy may be found in the *University Handbook* Section V, pages V-14-17.

The Use of Passwords Policy

This policy may be found in the *University Handbook* Section V, page V-17.

Use of Electronic Mail

This policy may be found in the *University Handbook* (February 2004) Section V, pages V-17-20.

The University-Related Web Sites Policy

This policy may be found in the *University Handbook* Section V, pages V-20 and 21.

ISU Web Publications Policy

This policy may be found in the *University Handbook* Section V, pages V-21 and 22.

The Domain Naming Policy

This policy may be found in the *University Handbook* Section V, pages V-21-23.

The Non-Profit Web Site Hosting Policy

This policy may be found in the *University Handbook* Section V, pages V-23 and 24.

Internship Program

The OIT internship program provides undergraduate students with computer-related majors the chance to utilize their education and technical skills in an experiential learning opportunity. Indiana State and the United Way of the Wabash Valley collaborated to explore ways in which Indiana State can assist United Way member agencies in meeting their technology goals and support needs. Services provided by the interns may include Web site development and hosting, assistance with software, technology problem solving, technology plan and proposal development, and technology literacy and training for agency staff.

Students who intern with OIT become part of the Sycamore Technology Solutions (STS) company. For more information about STS, visit <http://www.indstate.edu/sts>. For more information about the internship program, go to <http://www.indstate.edu/oit/internship>.

How do I Apply for an Internship?

To apply for an internship e-mail an electronic copy of your cover letter and resume in MS Word format to the coordinator at OIT-Internship@indstate.edu.

Note: You should indicate the specific semester(s) for which you are applying.



Computer Based Training (CBT)

Courses from Makau

July 2009

- A**
A+ Certification
Access 2000
Access 2002
Access 2003
Access 2007
Access XP
Adobe Illustrator CS3
Adobe InDesign CS
Adobe InDesign CS to CS2 Upgrade
Adobe Photoshop CS
Adobe Photoshop CS3
ASP 3.0
ASP.NET
AutoCAD 2000
AutoCAD 2006 2D
- C**
CCNA
CompTIA A+ Certification (2003)
CompTIA Inet+
CompTIA Network +
CompTIA Project+
Crystal Reports 2008
- D**
Dreamweaver MX 2004
Dreamweaver CS3
Dynamic HTML
- E**
Excel 2000
Excel XP
Excel 2003
Excel 2007
Exchange 2000 Server System
Administration
Exchange Server 5.5 to 2003 Migration
Exchange Server 2007
- F**
Flash 5
Flash MX 2004
Flash CS3
FrontPage 2000
FrontPage 2003
- G**
GroupWise Upgrade-5.5/6.0 to 6.5
GroupWise 6 End User
GroupWise 6.5 Essentials/Power Tools
- H**
HTML 4
- I**
ICDL/ECDL
i-Net+
InfoPath 2007
iPod: 5 Minutes to Music
- J**
Java Advanced Programming
Java Essentials
Java GUI Programming
Java Introduction
Java JDBC and Servlet Programming
- L**
Linux- Red Hat Client Certified
Technician
Linux Essentials
Linux Network Administration
Linux Professional Institute
Certification
Linux System Administration
- M**
MCSA Upgrade
MCSE 2003
Designing Win Server 2003 AD
Network 70-297
Network Security 70-298
MCSE 2003 Exchange Server 2003
70-284
MCSE 2003
Implementing & Administering
Win Server 2003
Server Network Security 70-299
Net Infrastructure 70-291
MCSE 2003 Planning Infrastructure
70-293
MCSE 2003 AD Infrastructure 70-294
MCSE 2003 Server Environment 70-
290
MCSE 2003 Windows XP Pro Exam
70-270
MCSE Upgrade
- N**
Network +
Novell Netware 6.5 Virtual Office
Novell Net Mail
Novell Nterprise Linux Services
Novell Evolution
Novell GroupWise 7
Novell GroupWise 7 WebAccess
Novell Linux Desktop 9
- O**
Office Accounting Professional 2007
Office Accounting Professional 2008
OpenOffice.org - Calc/Impress
Oracle 10g
Oracle 11g
Outlook 2000
Outlook XP
Outlook 2003
Outlook 2007
- P**
PhotoDraw 2000
PowerPoint 2000
PowerPoint XP
PowerPoint 2003
PowerPoint 2007
Project 2003
Project Management Professional
Publisher 2000
Publisher 2003
Publisher 2007
- Q**
QuickBooks Pro 2003
QuickBooks Pro 2005
Quickbooks Pro 2006
QuickBooks 2007
- S**
Security+
SharePoint Designer 2007
SQL for Querying
SQL Server 2000 What's New
SQL Server 2000
Administration Exam 70-228
SQL Server 2000 Data Warehousing
SQL Server 2000
Implementation Exam 70-229
Sun Certified Java Programmer
- V**
Visio 2003
Visio 2007
Visual Basic 6.0
Visual Basic.NET
Visual C++ 6.0
- W**
What is Microsoft.NET
Windows 2000 Infrastructure 70-221
Windows 2000 Security 70-220
Windows 2000 Directory Services
70-219
Windows 2000 Implementing
Directory Services 70-217
Windows 2000
Network Infrastructure 70-216
Windows 2000 Professional 70-210
Windows 2000 Server 70-215
Windows NT Server to 2003 Migration
Windows Vista Business
Word 2000
Word 2007
Word XP
Windows XP Professional
Word 2003
Word Perfect 11
- X**
XML and Associated Technologies
XML Enabled Applications Using SQL
XML Web Based Applications



Landsbaum Center for Health Education is adjacent to the Family Medicine Center, located on the Union Hospital campus at 1433 N. 6 1/2 Street, Terre Haute, Indiana.



Map Key Located on Back

- 15 Admissions, Office of (Erickson Hall)
- 1 African American Cultural Center
- 23 Arena (See Health and Human Services)
- 2 Art Annex
- 54 Arts and Sciences, College of (Stalker Hall)
- 3 Blumberg Hall
- 4 Burford Hall

- 5 Business, College of**
- Technology-Enhanced Classrooms*
- 105, Classroom47 seats
- 106, Classroom36 seats
- 203, Classroom44 seats
- 205, Classroom54 seats
- 206, Classroom56 seats
- 208, Classroom33 seats
- 209, Classroom42 seats
- 210, Classroom40 seats
- 301, Classroom50 seats
- 303, Classroom48 seats
- 514, Seminar Room15 seats
- Discipline-Aligned Labs*
- 109, Trading Lab24 seats
- 304, Network Administration14 seats
- 403, Advanced Software23 seats
- Video Conferencing Site*
- 1109, Conference Room43 seats

- 56 Career Center (Student Services Building)
- 7 Cherry Street Multimodal Transportation Facility
- 8 Condit House
- 9 Cromwell Hall
- 10 Cunningham Memorial Library
- 11 Dede Plaza

- 12 Dreiser Hall**
- Technology-Enhanced Classrooms*
- 204, Classroom45 seats
- 206, Classroom46 seats
- 236, Classroom46 seats
- 303, Classroom46 seats
- 305, Classroom46 seats
- 306, Classroom37 seats
- 309, Classroom24 seats
- 311, Classroom75 seats
- 330, Classroom40 seats
- Video Conferencing Sites*
- 104, Distance Learning Classroom..26 seats
- 105, Distance Learning Classroom..26 seats

- 14 Education Building**
- Technology-Enhanced Classrooms*
- 115, Classroom37 seats
- 116, Classroom46 seats
- 117, Classroom38 seats
- 118, Classroom24 seats
- B01, Classroom87 seats
- B03, ClassroomTBD
- General Use Labs*
- 107, Windows Lab.....37 seats

- 15 Erickson Hall**
- Technology-Enhanced Classrooms*
- 50, Classroom32 seats
- 60, Classroom*15 seats
- Discipline-Aligned Labs*
- 30, Communications.....23 seats
- 40, Digital Video Editing14 seats
- 60, Photography6 seats
- Video Conferencing Site*
- 106, Conference Room.....12 seats

- 16 Facilities Management and Purchasing
- 18 Fairbanks Hall**
- Discipline-Aligned Lab*
- 130 - Photography6 seats

- 19 Family and Consumer Sciences**
- Technology-Enhanced Classrooms*
- 103, Classroom65 seats
- 208, Classroom40 seats
- Discipline-Aligned Lab*
- 102, Interior Design CAD.....19 seats

- 20 Fine Arts**
- Technology-Enhanced Classroom*
- 234, Classroom20 seats
- 311, Classroom*60 seats
- General Use Labs*
- 112, Macintosh Lab21 seats
- Discipline-Aligned Labs*
- 119, Art Elementary Education7 seats
- 208, Advanced Design Studio8 seats
- 212, Design Imaging Studio26 seats
- 305A, Fine Arts Music10 seats

- 21 Gillum Hall**
- OIT Administration*
- Telecommunications*
- Video Conferencing Site*
- 103, Conference Room.....6 seats

- 60 Graduate Studies, School of (Tirey Hall)
- 23 Health and Human Services Building**
- Technology-Enhanced Classrooms*
- B94, Classroom.....55 seats
- B95, Classroom.....55 seats
- C60, Classroom.....50 seats
- C61, Classroom.....50 seats
- C68, Classroom.....28 seats
- C89, Classroom.....45 seats

- C90, Classroom.....70 seats
- General Use Lab*
- C65, Windows Lab22 seats
- Discipline-Aligned Lab*
- C63, Biomechanics.....8 seats
- 24 Hines Hall
- 25 Holmstedt Hall**
- Technology-Enhanced Classrooms*
- 007, Classroom50 seats
- 008, Classroom45 seats
- 009, Classroom45 seats
- 010, Classroom65 seats
- 020, Classroom38 seats
- 102, Classroom218 seats
- 103, Classroom218 seats
- 115, Classroom80 seats
- 116, Classroom80 seats
- 117, Classroom80 seats
- 143, Classroom32 seats
- 201, Classroom70 seats

- Discipline-Aligned Lab*
- 016, Sociology.....12 seats
- Video Conferencing Site*
- 019, Distance Learning Classroom..12 seats
- 26 Hulman Center
- 27 Hulman Memorial Student Union
- 28 Jones Hall

- 10 Library, Cunningham Memorial**
- Technology-Enhanced Classrooms*
- 028, Classroom*50 seats
- 30 Lincoln Quadrangles
- 31 Marks Field
- 32 Mills Hall

- 33 Myers Technology Center, John T.**
- Technology-Enhanced Classrooms*
- 105, Classroom100 seats
- 114, Classroom*39 seats
- 202, Classroom24 seats
- 206, Classroom*30 seats
- 207, Classroom40 seats
- 209, Classroom*30 seats
- 211, Classroom*16 seats
- 303, Classroom24 seats
- 304, Classroom48 seats
- 305, Classroom*24 seats
- 307, Classroom*24 seats
- 308, Classroom24 seats
- 311, Classroom24 seats
- 315, Classroom24 seats

- General Use Lab*
- 212, Windows Lab.....52 seats
- Discipline-Aligned Labs*
- 005, Print Management.....26 seats
- 025, MCT Department12 seats
- 108, Integrated Manufacturing.....12 seats
- 109, Weather19 seats
- 113, Packaging Technology15 seats
- 114, SIMCO18 seats
- 214, Advanced Graphics8 seats
- 217, Multi-Purpose.....24 seats
- 306, Computer Hardware11 seats
- 308, Solid State12 seats
- 311, PLC and Power9 seats
- 312, Wet Process12 seats
- 315/316, Robotics22 seats
- 317, Cognitive Computing12 seats
- Video Conferencing Site*
- 111, Distance Learning Classroom ..24 seats

- 34 New Theater
- 35 Normal Hall**
- Center for Instructional, Research, & Technology*
- Center for Visualization*
- User Services - Educational Technology Services*
- Video Conferencing Site*
- 301, Conference Room.....8 seats

- 36 Nursing Building**
- Technology-Enhanced Classrooms*
- 101, Classroom50 seats
- 105, Classroom50 seats
- 106, Classroom28 seats
- 107, Classroom140 seats
- 210, Classroom*50 seats
- 326, Classroom*35 seats
- General Use Lab*
- 209, Windows Lab.....29 seats
- Video Conferencing Sites*
- 302, Conference Room.....12 seats
- 402, Conference Room.....12 seats

- 37 Oakley Place
- 38 Oakley Plaza
- 39 Parsons Hall
- 40 Performing and Fine Arts, Center for
- 41 Pickert Hall
- 42 Power Plant
- 44 Public Safety (Pickert Hall)

- 45 Rankin Hall**
- Institutional Computing Services*
- Technical Infrastructure Services*
- Video Conferencing Site*
- 40, Conference Room.....10 seats
- 58 Residential Life (Mills Hall, Sycamore Towers)
- 48 Rhoads Hall

- 49 Root Hall**
- Technology-Enhanced Classroom*
- A002, Classroom45 seats
- A005, Classroom44 seats
- A008, Classroom40 seats
- A009, Classroom*30 seats
- A011, Classroom*32 seats
- A014, Classroom*40 seats
- A108, Classroom40 seats
- A109, Classroom*25 seats
- A110, Classroom38 seats
- Discipline-Aligned Labs*
- A017, Math Lab24 seats
- A107, LLL.....32 seats
- A274, Writing Center21 seats
- A275, Instructional.....29 seats
- B022, Statistics12 seats

- 50 Sandison Hall
- 51 Science Building**
- Technology-Enhanced Classrooms*
- 012, Classroom200 seats
- 018, Classroom147 seats
- 022, Classroom147 seats
- 059, Classroom60 seats
- 061, Classroom60 seats
- 113A, Classroom30 seats
- 138, Classroom147 seats
- 164, Classroom*32 seats
- 173, Classroom60 seats
- 176, Classroom70 seats
- 183, Classroom*30 seats
- 185, Classroom*30 seats
- 214, Classroom147 seats
- 236, Classroom*36 seats
- 297, Classroom63 seats
- 299, Classroom64 seats
- General Use Labs*
- 134, Windows Lab.....41 seats
- Discipline-Aligned Labs*
- 105, Physics21 seats
- 109, Physics8 seats
- 158, GGA15 seats
- 160, GGA15 seats
- 215, General Biology11 seats
- 240, Ecology and Genetics13 seats
- 262, Physiology.....13 seats
- 292, Anatomy and Physiology21 seats
- 051J, Chemistry12 seats

- 54 Stalker Hall**
- Technology-Enhanced Classrooms*
- 102, Classroom80 seats
- 108, Classroom56 seats
- 301, Classroom85 seats
- 306, Classroom46 seats
- 318, Classroom34 seats
- 319, Classroom46 seats
- 324, Classroom82 seats
- 55 Student Computing Complex**
- User Services - Help Desk*
- User Services - Lab Management*
- General Use Labs*
- 100, 24-Hour Lab.....56 seats
- 106, Quiet Lab52 seats

- 60 Student Financial Aid, Office of (Tirey Hall)
- 56 Student Health Center (Student Services Building)
- 58 Sycamore Towers
- 59 Technology Building**
- Technology-Enhanced Classrooms*
- 122, Classroom*20 seats
- 137A, Classroom*25 seats
- 137B, Classroom*25 seats
- 204, Classroom*24 seats
- 214, Classroom*24 seats
- 227, Classroom*15 seats
- 229, Classroom*15 seats
- Discipline-Aligned Labs*
- 214, Architectural.....24 seats
- 217, MCT CAD8 seats
- 225, Technology Education27 seats

- 60 Tirey Hall
- 62 University Hall**
- Technology-Enhanced Classrooms*

- 101, Classroom TBD seats
- 102, Classroom TBD seats
- 103, Classroom TBD seats
- 107, Classroom TBD seats
- 108, Classroom TBD seats
- 201, Classroom TBD seats
- 202, Classroom TBD seats
- 203, Classroom TBD seats
- 207, Classroom TBD seats
- 208, Classroom TBD seats
- 209A, Classroom..... TBD seats
- 212A, Classroom..... TBD seats
- 313, Classroom TBD seats
- Discipline-Aligned Labs*
- 008a, Teaching Lab..... TBD seats
- 008b, Teaching Lab TBD seats
- 008i, Educational Technology TBD seats
- 008o, Educational Technology TBD seats
- 008q, Statistics..... TBD seats

* Scheduling for this room is arranged by the individual college.

