



Indiana University Northwest

Office of Information Technology

Donald L. Steward, Ed. D.

Vice Chancellor

**Vice Chancellor**  
Donald L. Steward

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**AV Media Prod.**  
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**AV Services Mgr**  
Chris Mojica

**AV Prod. Technician**  
Crystal Weems

**AV Prod. Technician**  
Rob Seals

**AV Secretary**  
LaShondria Coley

AV Part-time  
Technicians

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Gaylin Dorris

**Sr. Telecom.  
Administrator**  
Steve Fejdasz

**Telecom. Tech.**  
Gary Peron

**Chief Programmer**  
John Pappas

**Programmer**  
John Rudolph

**Microcomputer Tech II**  
Andre Manzo

**Microcomputer Tech II**  
Steve Argeropolos

**Microcomputer Tech I**  
Vellate Sullivan

**Computer Lab Mgr.**  
Kristy Elsey

Computer Lab  
Monitors

# Instructional Media Services

- Delivery and setup of 12 portable multi-media carts
- A-V equipment reservations
- Assist faculty with classroom use of multi-media equipment
- Assist faculty with creating and editing analog and digital video presentations

# Instructional Media Services

- Production assistance for distance education classrooms
- Setup and A-V maintenance for 23 fixed multi-media classrooms
- Production and editing assistance for television studio operations

# Instructional Media Services

- Coordinate and host video-conferences
- Conference Center A-V assistance
- CD Rom duplication service
- Self-service scanning for pictures and film

# Microcomputer Support Help Desk

- IT Help Desk call HELP (4357) for software or hardware support requests
- Level-1 problem diagnosis by telephone
- All service requests are loaded into IU's Falcon problem tracking software, assigned a number and tracked
- Global ID (and e-mail) sign up assistance

# Microcomputer Support

- Software and hardware consulting for IU owned micro-computers
- Personal equipment **not** supported
- Microcomputer and laser printer purchasing, installation and maintenance
- Computer virus detection and remediation



# Microcomputer Support

- Creation and testing of multiple classroom software loads, including departmental provided software for 12 computer classrooms
- Two Student Technology Centers equipped with accessible workstations
- Approximately 324 PCs and 127 Apple Macintosh student microcomputers supported in classrooms and STCs
- Approximately 19 student laser printers supported

# Microcomputer Support

- Creation, testing, and deployment of microcomputer software builds for Apple Macintosh and IBM PC faculty and staff computers
- Approximately 400 PCs and 75 Apple Macintosh faculty and staff microcomputers supported
- Approximately 80 departmental laser printers supported

# Technical Services

- Custom Focus reports
- Scantron grading support
- Fileserver administration
- Network administration
- Network Account Administration
- Telecommunications and data network installation / troubleshooting
- Wiring –new, repair, and renovations

# Training Coordinator

- Provides Steps and Prosteps classes customized for Northwest campus
  - Adobe applications
  - Macromedia MX
  - Microsoft applications
  - Web authoring applications
- Faculty and staff software applications level-2 assistance

# Web Master

- Emergency weather announcements
- Maintain common look and feel for all IUN web pages
- Web Authoring Assistance
- Cold Fusion custom applications
  - Microsoft FrontPage
  - Macromedia MX suite

# Advisory Committees

- Technology Council
- Faculty Computer Committee
- Student Technology Fee Committee
- Facilities Planning Committee

# Technology Council

- Assist in the preparation and updating of the IUN Technology Plan;
- Help establish policies for IUN's computing standards, including the development of a Computer User's Policy statement;
- Assist in formulating policy related to information and instructional technologies;

# Technology Council

- Help establish policies and strategies for computer support and training in classrooms and laboratories;
- Serve as an advisory committee for the use of information technologies in teaching, for research, and in professional service; and
- Provide inputs to the information technology planning and budgeting process.



# Computer Committee

A faculty committee that functions to:

- Provide an interface between the faculty and IT administration for instructional computing issues
- Approve the instructional computer builds
- Bring policy issues for discussion and resolution to the Technology Council

# Student Technology Fee Committee

- Advisory oversight of normal fund expenditures
- Annual STF Grant award process for specialized software and hardware to benefit students

# Facilities Planning Committee

- Computer classroom renovation selection and scheduling
- Multi-media classroom selection and scheduling



# Big Picture Issues

# IU - Wide

- Continue implementation of the ITSP
  - Life-Cycle funding growth
  - Staff salary adjustment to market
  - Training for management and staff
  - Security
  - Teaching and Learning initiatives
- Federal/state/IU system mandates

# IUN - Specific

- Finish ADS rollout
- Improve usage of IT system resources
  - Common File System (CFS)
  - Massive Data Store (MDS)
  - Research computing facilities including AVIDD system
- Cost recovery for Med Ed support
- Cost recovery for non-life-cycle funded computers and printers support
- Non-functioning Faculty A/V committee

# IT - Specific

- Recruiting and retaining sufficient qualified staff
- Implement 2001 IMC review recommendations
- Investigate reorganization of IT to improve instructional support
- Expand the Falcon help desk software to include IMC
- Strive for departmental adjacency to improve efficiency and control

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