

[C O N N E C T]

Vol. 1, No. 1

Welcome to the first issue of *Connect*.

This newsletter is being launched as a means of improving communication about how technology is integrated throughout Bowling Green State University.

The Office of the Chief Information Officer works with the campus community to develop a vision for the role of technology at BGSU, works to identify strategies to realize that vision and works with the colleges, departments, academic and administrative units to achieve that vision.

[INTEGRATION OF CAMPUS TECHNOLOGY AREAS ANNOUNCED]

The Division of the Executive Vice President is pleased to officially announce the integration of several areas into the Office of the Chief Information Officer, under the direction of Bruce Petryshak, chief information officer.

"This aligning of resources will provide the leadership for innovation and integration of technology in support of education and administration throughout the University," said Linda Dobb, executive vice president.

The CIO is responsible for the overall leadership, direction and advocacy

for information systems and information technology for the University. Integrated into the Office of the CIO are the following areas and their leaders:

- > **Information Technology Services**, Toby Singer, executive director
- > **Instructional Media Services**, Kevin Work, director
- > **Student Technology Center**, Duane Whitmire, manager
- > **Office of Web Development**, Deb Wells, interim manager

Working to improve www.BGSU.edu

To campus colleagues,

Colleges and universities across the country have quickly discovered the value of using Web sites as a primary marketing tool. How we present Bowling Green State University online can make a difference to important constituents beyond the University.

Without question, BGSU's Web site reflects many challenges and opportunities. Fortunately, a cross-functional team of University employees is working to improve BGSU.edu.

In early May, we anticipate launching a Web site with an improved, more consistent design, supported by an infrastructure that will enhance accuracy and timeliness of information. *Connect* will continue to keep readers informed of progress through early May and beyond.

And because we believe there is no substitute for face-to-face communication, the Office of the CIO will soon announce a series of open sessions where members of the University community will have an opportunity to see and provide input and reactions to the new design.

Sincerely,
Bruce Petryshak, CIO
Kim McBroom, assoc. vice president,
Marketing & Communications

Chronicle discusses Web sites

An article in the *Chronicle of Higher Education*, Feb. 14, 2003, assesses Web sites at many colleges and universities. It identifies some key elements to more effective online communication:

- > Appropriate, well-written content
- > Clear, consistent design throughout the site
- > Gimmicks kept to a minimum

To view the complete article, visit
www.bgsu.edu/offices/cio

FROM THE CIO

Enhancing the learning process



Bruce Petryshak
CIO

Media Services, Student Technology and Web Development offers a unique opportunity to provide enhanced technology support to BGSU.

All technology integration is in support of the overall University

Technology is an integral part of the teaching, learning and operational processes across campus. The aligning of Information Technology Services, Instructional

strategic plan and focuses on enhancing the learning process of our students.

You are invited to use this newsletter and the CIO Web site, www.bgsu.edu/offices/cio as a means of becoming aware of technology plans, strategies and goals that are happening at BGSU.

It is hoped that the information in this newsletter and on the CIO Web site will better equip you to use technology and will foster increased use of technology by providing examples of ways others are applying technology effectively.

To learn more about technology initiatives throughout the University, please visit www.bgsu.edu/offices/cio

GRAND OPENING CELEBRATION OF THE STUDENT TECHNOLOGY CENTER

200 Saddlemire Student Services Building
Tuesday, April 15 • 11 a.m. to 4 p.m.

All students, faculty and staff are invited for
free food and music on the terrace

Hamburgers • Hot dogs • Pepsi beverages

Learn how the Student Technology Center helps students use
technology to their academic advantage by offering:

- > workshops
- > tutorials
- > skill development sessions
- > digital video checkout program
- > laptop loan program based on financial need

PRIZE DRAWINGS

Students can enter to win. Drawing at 3 p.m.
Winner must be present at drawing.

GRAND PRIZE—IBM R Series Think Pad with wireless card
ALSO—Emerson micro/audio system • Lexmark printer • Wireless mouse

www.bgsu.edu/offices/studenttech

OLN LEARNING INSTITUTE

Ohio Learning Network is a consortium of Ohio's colleges and universities using technology to enhance education. In January 2003, BGSU hosted a two-day Learning Institute, through the collaborative efforts of the Office of the Chief Information Officer and the Center for Teaching, Learning and Technology.

The Learning Institute focused on the sharing of information and resources in support of greater understanding of how to use technology to shape

how we learn. Participants were involved in project sharing sessions, workshops and keynote presentations including:

"Building a Supportive Culture for Online Learning"

"What's the Problem With Gender Online?"

"E-Learning, the Next Generation"

For more information about OLN, visit www.olin.org

TECS PARTNER WITH FACULTY

Since fall 2002, students in the Technology Education Consulting Specialists (TECS) program have worked in partnership with BGSU faculty to explore technology in teaching undergraduate and graduate students. TECS are paired with faculty members to develop and implement technology into course materials and instruction.

Projects have included training in digital video production, Web site design, online testing and scanning of images for a course database and PowerPoint presentations. Three projects were completed in the fall 2002 semester and seven projects were funded for the spring 2003 semester. Projects are one semester in length and are awarded for the fall and spring semesters.

The TECS program is receiving positive feedback:

Cynthia Baron, theatre, in "Junior Film Seminar" course

"I am especially impressed with how both Valerie and Punit (TECS participants) took on responsibility. They worked with students individually so that their text and video material was the best quality possible."

Andrew Hershberger, art, in "Art in the Early 20th Century" course

"It has been a delightful experience to work with the TECS on a wide variety of projects. Indeed they have helped me implement and have taught me a lot about new technologies in the classroom."

Kelly Mayo, TECS student

"I gained new skills and learned about myself from involvement with the group. I know from talking with students in the class that they used the Blackboard site and appreciated the articles and overheads being online for review."

For further information about the TECS program, visit www.bgsu.edu/departments/ims/ims.html or contact Steven Kendall or Kevin Work in Instructional Media Services, 101 Education Building, 419-372-6998.

CLASSROOM TECHNOLOGY SUPPORT

Last fall approximately 300 campus classrooms became part of a program in which they are inspected weekly. The program also provides for immediate response for classroom needs. The **Technology Support Center (TSC)** and **Technology Support Specialists (TSS)** are the central providers of this service.

The Technology Support Center serves as the primary point of contact for technology and the Technology Support Specialists provide support to offices and labs via their building assignments. Their assistance now also includes support for classrooms and classroom technology.

Each week a TSS inspects assigned classrooms during the evening hours, checking the operation of transparency projectors, VCRs, televisions, projectors and set top boxes. The TSS also staff the TSC during evening hours Monday through Thursday when classes are in session.

The TSC now receives calls via the Roomfix (2-9400) phone number and decides on appropriate action. This action may involve placing a work order with facilities, coordinating with Instructional Media Services for a resolution, or contacting a TSS to respond to an immediate classroom need. The Roomfix phone calls are in addition to about 40,300 phone calls received in the TSC last year.

The additional care classrooms and classroom technology receive via this program are an enhancement to the teaching and learning at BGSU.

[CYBER SECURITY SPOTLIGHT]

As new technology expands our capabilities, it also offers new opportunities for misuse. Network and system security is a growing concern not only in the academic arena but in business, government and service industries as well.

To focus on this important topic, *Connect* will include information on cyber security in each issue.

A *Chronicle of Higher Education* article, "Group Calls for More Academic Research in Computer Security," discusses the research needs in areas such as wireless security, virus protection and Internet law. The article is available through the CIO Web site.

All issues of University network and system security should be directed to Kent Strickland, ITS information security officer, kstrick@bgnet.bgsu.edu

BGSU

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[CAMPUSWIDE IMPROVEMENTS]

Mainframe Upgrade

Sunday, Jan. 5, 2003, a new IBM Z800 model 2066-001 mainframe was installed by Information Technology Services. The new mainframe is 60 percent faster, has more redundancy, faster fiber to connect devices and is capable of running a 64-bit operating system.

An upgrade to a new 64-bit operating system will be installed during 2003. This installation will allow for saving on software and maintenance costs as well as providing for better positioning for future growth.

Thanks to all who are working to make these installations successful.

Evaluating Administrative Systems

BGSU is assessing the status and functionality of the administrative computing systems which have been used across campus since the early 1990s. These systems include human resources (AHRs), finance (AFIN) and student information services (SIS).

The University is utilizing the services of Advantiv, Inc. (www.advantiv.com) and its product, Decision Director, to facilitate the requirements definition process.

Currently more than 400 participants throughout the University have been invited to be part of the process. By responding to a series of questions via the Web-based survey, participants will assign importance and satisfaction for current systems and identify requirements of a new system. Data will be analyzed and

consolidated to determine the capabilities of the current system and evaluated for future direction.

Schedule meetings, plan activities and stay organized with Meeting Maker

Meeting Maker is a group scheduling tool now available campuswide which enables you to coordinate a calendar with other *Meeting Maker* users.

Meeting Maker has been placed on a centralized ITS server and new requests for accounts are being accepted from faculty and staff.

For information regarding policies, documentation, or to complete the account request form, visit www.bgsu.edu/offices/its/meetingmaker