

## President's Letter

### George Pyo, President

The 2004 ASCUE Conference, "Leading Strategic & Cultural Change through Technology" in Myrtle Beach last June 6-10, was a great success! A wide variety of attendee presentations, pre-conference workshops, roundtable discussions, and a thought-provoking keynote speaker provided stimulation for continued discussion, sharing, and learning among all the conferees. The beautiful environs of Ocean Creek Resort and Myrtle Beach enhanced everyone's stay. If you were unable to join us last June, we trust that you will make every effort to be there for ASCUE's 38<sup>th</sup> annual conference, June 12 - 16, 2005 at Ocean Creek Resort and Conference Center. The theme for the 2005 ASCUE annual conference will be "Campus Technology: Anticipating the Future". Please mark your calendars!

The ASCUE Board met in late September to begin planning next year's conference.

Your ASCUE Board is a dedicated, hard working group. I have fully enjoyed working with them over the years. Using the feedback received in the conference evaluations, the Board is making every effort to integrate a number of valuable ideas and suggestions into the next conference.

ASCUE has maintained the same, reasonable conference fees for next year. The registration fee (which includes annual membership) will remain at \$200 (\$155 for additional members from the same site), \$100 for all-day pre-conference workshops, and \$50 for half-day pre-conference workshops. We are working on the details of the workshops topics, as we consider the feedback obtained from the evaluations.

We urge you to visit the ASCUE organization web site to stay in touch with up to date information regarding the conference. Email addresses on [www.ascue.org](http://www.ascue.org) that will be of help to you are:

[conference@ascue.org](mailto:conference@ascue.org): Program Chair Jim Workman

[president@ascue.org](mailto:president@ascue.org): President George Pyo

The ASCUE Board would like to encourage the membership to make greater use of our listserv, ASCUE-L. It provides a great vehicle for asking questions, sharing solutions, and staying in touch with conference attendees. To subscribe, send a message to [listserv@gettysburg.edu](mailto:listserv@gettysburg.edu) with SUBSCRIBE ASCUE-L *your-name* in the body of the message. Complete directions are on the site.

Again, I hope you are planning to join us at the 38<sup>th</sup> Annual ASCUE Conference, June 12-16, 2005. Conference program chair is Jim Workman from Pikeville College, and the call for papers is included in this issue. I encourage you to consider presenting a paper or participating in a panel discussion. As you think of ideas for topics please feel free to contact Jim. Have a great year! I'm looking forward to seeing all of you in Myrtle Beach in June!! - George

### ASCUE 2005

June 12 - 16, 2005

Ocean Creek Resort

Myrtle Beach, South Carolina

Dress is Resort Casual

### Highlights

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## Roundtable Exploring Administrative Technology

David Frace led discussion on prioritizing various topics including:

1. Wireless Networks
2. Security
3. Intrusions
4. Training Staff
5. Staffing Issues
6. ERP
7. Old Hardware Disposal

### WIRELESS

John Moore, Allegheny College

Many institutions have installed wireless, but smaller schools are still looking at adding it for the first time. What are the best practices with installing wireless networks?

Jamie Brown & Hollis Townsend, Young Harris College

Identify risks up front before installing the wireless piece. They spoke on security issues and developing wireless networks as enhancements to your traditional wired network. They recommend Internet access on the top layer and a VPN to your wired network on deeper levels of the network. Many folks are hesitant to make available wireless because of security concerns, but having a live port that someone can walk into a library and plug into is more dangerous and should raise a bigger concern!

Unknown School

Blue Socket authentication for wireless networks is the way to go. Really scope out areas well prior to installation.

Gerald Ball, Mars Hill

To what extent do the schools that have wireless use laptops?

The feedback was that just about any new laptop you buy has built-in wireless. Therefore many students are showing up with the capability to connect to a wireless network on their own.

Jeff Leblanc, University of Northwest Ohio

Some of the products on the market to help identify clients connected through wireless will also help with identifying clients connected through the traditional wired LAN. Some folks might not realize that...this could help make a case for purchasing those products.

Kathy Decker, Clarke College

Be aware of students that bring their own wireless access point and connect it to their dorm room LAN port to provide connectivity.

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## Academic Roundtable

The academic roundtable attracted a number of faculty and academic support personnel. We only had time to explore a few of the issues raised, but here is the entire list.

- Time constraints of faculty and support personnel
- Scholarly recognition for incorporating technology
- Maximize use of high-end resources
- Trouble getting students into CS
- Student transmission of viruses, Computer Security
- Professional Development no-shows
- Getting users to try stuff on their own
- Assessment issues
- Web site going down
- Communication with faculty re problems in classroom
- Software licensing costs
- Engaging faculty
- Appropriate use of smart technology

Looking at the above list, it became evident that engaging and communicating with faculty and getting them to attend workshops was a critical problem. At Grove City College, they hire 10 students to work with faculty one-on-one for 10 hours per week. The solution they use is “just in time” vs. “just in case” training. Other schools have a competitive grant program which funds travel and a series of training workshops. Wabash and a few other schools have subscribed to Element K online training software to refer faculty with questions. Most faculty were reluctant to go through a whole tutorial just to get one question answered, but the Element K tutorials allow one to hone in on a particular topic. One school had a tech liaison through whom faculty training requests were funneled.

To entice faculty to workshops, most participants agreed that serving food, either pizza or lunch sessions, was most helpful. Having advanced faculty present applications and sticking to generic topics like how to use Element K was also helpful. One academic support person sat at a lunch table once a week after walking along the serving line and encouraging faculty to join her to discuss technology problems. One can also survey folks as to when they would show up and plan accordingly.

Another serious problem was how to get faculty to adopt

technology in their teaching and to use the advanced technology classrooms. A consensus was that faculty need some form of payback before they will allocate scarce time to preparing online materials. Competitive grant programs give faculty good resume material and also helps provide promotion and tenure materials. Receiving these grants is much more impressive than just reporting online course material development on their own. One school has a fall faculty conference which showcases what faculty have developed over the summer. They have computer stations around the room where the faculty exhibit their work. An important observation was that before asking faculty what they need, it is important to show them what is possible.

To answer the problem of failure to be able to meet expanded expectations on the part of faculty, Wabash College has outsourced the help desk for student support. This works well and is cost effective as well as freeing up support staff to help faculty. They pay \$1000 for 65 incidents which is less than \$20 per incident.

Time expired at this point, although conversations continued on the patio. Perhaps we can extend the roundtable time at the next conference

## About ASCUE

ASCUE, the Association of Small Computer Users in Education, is a group of people interested in small college computing issues. It is a blend of people from all over the country who use computers in their teaching, academic support, and administrative support functions. It was begun in 1968 as CUETUG, the College and University Eleven-Thirty Users’ Group, with an initial membership requirement of sharing at least one piece of software each year with other members. ASCUE has a strong tradition of bringing its members together to pool their resources to help each other. It no longer requires its members to share homegrown software, nor does it have ties to a particular hardware platform. However, ASCUE continues the tradition of sharing through its national conference held every year in June, its conference proceedings, and its newsletter. ASCUE proudly affirms this tradition in its motto: “Our Second Quarter Century of Resource Sharing”

## “Administrative” Continued from page 2

### SECURITY

Kathy Decker

Do other schools post statements when users connect to the campus network regarding security, etc?

Various Schools

Some schools have agreement forms that must be completed before ever issuing an account. They then prompt security statements to be shown when connecting to the network and its resources.

Some schools have nothing, but realize that they need to implement some type of security policy.

GLB, FERPA, HIPPA are requiring institutions to change their business practices. Schools have developed committees/workgroups to write policies/-procedures to handle the requirements. Training programs and continuing education programs have also been developed. Georgia State University has a good website for security issues.

It was also identified that perhaps one of the biggest ways that people are getting sensitive information is by calling others and falsifying their identity to get usernames and passwords from workers and students on their campuses.

Humor: A study was performed that found 75% of people polled on the street gave usernames and passwords in exchange for a candy bar.

### **MOVE TO LINUX TO AVOID VIRUSES AND WORMS!**

## **Call for Proposals for ASCUE 2005**

The Association of Small Computer Users in Education, ASCUE, is seeking proposals from faculty and staff for presentations at its 38<sup>th</sup> Annual Summer Conference. Proposals should focus on issues in information technology that are of interest to small educational institutions. Proposals on any relevant topic are acceptable, but those that support the conference theme, “**Campus Technology: Anticipating the Future**” are particularly welcome.

### **Session Format**

Session presentations are limited to 45 minutes, including time set aside for audience questions and engagement. They can be in **traditional paper, panel, demonstration, or tutorial format**. Presentations will be printed in the Conference Proceedings that are distributed at the conference.

### **Pre-Conference Workshops and Seminars**

In addition to presenters for the main conference program, we are

seeking individuals to lead 6 hour full-day or 3 hour half-day workshops or seminars for the **pre-conference program** on Sunday, June 12. The workshops, held in computer labs at Horry-Georgetown Technical College, provide hands-on learning with specific technologies. **Seminars** are classroom-style presentations, held at Ocean Creek, that explore important topics in the application of education technologies. These workshops and seminars have been very successful at past conferences and help set the tone for the conference.

**All presenters MUST register EARLY for the conference. Please use the web site to register for the conference.**

### **Suggested Topics include ...**

**Teaching & Learning:** Tools including collaborative software and Web course hosting, distance learning, impact of technology on faculty and students, increasing student engagement via technology, building and sustaining learning communities, assessing student

learning in technology-enhanced and distance learning classes, designing courses that are standards compliant, technology-integration models, open source courses, information technology and the library, ownership of materials, technology classrooms & labs, department labs, copyrights, lessons learned, and faculty recruitment.

**Institutional Infrastructure & Services:** Web portals, strategies for information integration, corporate competition, 24-7 Information Technology support, residential technology support, network security issues, intrusion detection, anti-virus and spamming software issues, web page impact, faculty/student access, wireless networking, laptop/tablet/PDA initiatives, Information Technology organization, Information Technology and strategic planning, administrative information systems, upgrade strategies and timing, Instructional Technology issues.

**Support & Training:** Faculty-staff-student training, Information Technology staff professional development, help desk issues, outsourcing, student assistants/employees/interns, public labs, tools.

**Campus Communication:** Intranets, email, homepages, web portals, changes to traditional processes (alumni, admissions, student information systems), policy issues, standards, application of new technologies, on-line applications, tools (e.g., push technologies, calendars).

**Operating Systems:** Windows XP, Linux and Open systems Architecture, etc....

### **Submitting a Proposal**

We invite you to become a part of this dynamic conference. Submit a proposal for a session presentation, demonstration, or workshop by completing the online form at [www.ascue.org](http://www.ascue.org) **before January 19, 2005.**

**Notification of Acceptance will be made by February 21, 2005**