

## President's Letter

### Jim Workman, President

The 2005 ASCUE Conference, "Campus Technology: Anticipating the Future" in Myrtle Beach last June 12-16, was a tremendous success! A wide variety of presentations, pre-conference workshops, roundtable discussions, and a keynote speaker that challenged us to make the right changes now to prepare for the future; provided stimulation for continued discussion, sharing, and learning among all the attendees. The awesome environment at 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 39<sup>th</sup> annual conference, June 11 - 15, 2006 at Ocean Creek Resort and Conference Center. The theme for the 2006 ASCUE annual conference will be "Maximizing Technology to Enhance Learning". Please mark your calendars!

The ASCUE Board met in early October to review the summer '05

conference and to begin planning the '06 conference. Your ASCUE Board is determined to provide the best ASCUE conference to date. I consider it quite a privilege to work alongside them and to serve you in this capacity. 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 2006 conference.

I would like to address a few items that the ASCUE Board spent significant time discussing:

First, the ASCUE Orientation session designed for newcomers to ASCUE was a great success. Several new attendees (and even a few familiar faces) attended the session hosted by now Past President George Pyo, Historian/Local Arrangements Coordinator Jack Cundiff, and veteran ASCUE Member Gerald Ball. The group discussed the history of ASCUE, what to expect during the conference, and tips on what to do while in the North Myrtle Beach area.

ASCUE Orientation will be in the program again and we will be welcoming member spouses to attend this session next year as there are many family and social opportunities that are spotlighted during this session.

We have plans of offering online registration this year. Please keep an eye out for this new service as registration time approaches in the first quarter of '06.

A special working group has been established to research the idea of a Peer Review Track. This notion was addressed in the form of a special survey during the '05 Conference Business Meeting and the response was overwhelmingly in favor of such an offering. The working group has experience with Peer Reviews and will be offering a proposal to the membership at the '06 Conference Business Meeting.

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### ASCUE '06

June 11 - 15, 2006  
Ocean Creek Resort  
Myrtle Beach, South Carolina  
Dress is Resort Casual

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Finally, we will be implementing voluntary individual session evaluations at the '06 Conference. Presenters indicated that they would also like to have the results available to them and we will disseminate this information to them once they are compiled.

ASCUE has maintained the same, reasonable conference fees for next year. The registration fee (which includes annual membership) will remain at \$200, all-day pre-conference workshops will be \$100, and half-day pre-conference workshops will be \$50. 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 the latest information regarding the conference. Email addresses on the site ([www.ascue.org](http://www.ascue.org)) that will be of help to you are:

[conference@ascue.org](mailto:conference@ascue.org) : Program Chair Lisa Fears

[president@ascue.org](mailto:president@ascue.org) : President Jim Workman

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, see the directions below. Complete directions are on the website at <http://www.ascue.org>. Please remember to send all messages in plain text format.

Again, I hope you are planning to join us at the 39<sup>th</sup> Annual ASCUE Conference, June 11-15, 2006. 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 the Program Chair at [conference@ascue.org](mailto:conference@ascue.org) or [lfears@franklincollege.edu](mailto:lfears@franklincollege.edu). Have a great year at your respective campuses!

I look forward to seeing all of you at Myrtle Beach in June! - Jim

## ASCUE Listserv

ASCUE's ASCUE-L listserver is available for discussion of topics of interest to ASCUE members. Subscribe by sending the E-mail message:

**SUBSCRIBE ASCUE-L yourname**

to [listserv@gettysburg.edu](mailto:listserv@gettysburg.edu) Leave the subject blank. Send messages to [ASCUE-L@gettysburg.edu](mailto:ASCUE-L@gettysburg.edu)

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## Academic Roundtable

There was a wide variety of topics of interest to the attendees. We only had time to explore a few of them. The complete list is:

- Successful techniques to get faculty to incorporate IT into the curriculum
- Where to find information on changes to the digital copyright laws
- How to deal with non-traditional students who know nothing about technology
- Help in integrating a technology plan across campus
- Computer literacy graduation requirement – how to accomplish this
- How to get administration to buy into funding the staff component for faculty support
- Shortage of students enrolling in IT and CS curricula now that the jobs are opening back up
- Where does the faculty development center belong? Under IT department, Academic Dean, etc.
- Who owns the software for a course when it is created on-line?

The discussion began with the first issue above. West Shore CC (with 25 faculty) requires all faculty to attend a beginning of term training session and also a several session mid-term workshop. Although students staff the help desk and can offer a lot of expertise to the faculty, some faculty insist on talking only to the IT director for help.

Randolph Macon Women's College hosts a 4 day session for which faculty are paid to attend, but have to submit an application. This competition generates a lot of interest. Some faculty prefer short 15-30 minute "just in time" sessions on a single topic, i.e., creating a pdf file. They use students on the help desk, but worry about trusting them to be professional and customer-oriented when folks call up

Asheville-Buncombe Technical CC has 9 full time and 17 part time faculty. They have trouble obtaining funding for faculty computer faculty training. They do use students to help high school teachers in the area.

Guilford College has sponsored several technology fairs. In one, they took over a whole building and had faculty demonstrate the neat things they do in their courses using technology.

Clemson University with 17,000 students tests university-wide courseware before ordering it by the use of pilot projects. They select faculty to participate and have great success, so much so that there is often a demand for the software before the pilot has been completed. Because the pilot often reveals the problems that can crash the network, they require all faculty who wish to use network-vulnerable software to go through a training session. To get the administration to fund the pilots, they negotiate with vendors for short-term, limited licenses at a greatly reduced rate. They have done pilot programs to select a CMS (Blackboard), and also Macromedia Breeze and Captivate. Sometimes the pilot does not give enough information in the planned time. They can negotiate with vendors to extend the time. They also have a showcase web page where they highlight faculty who have gone through training and developed high quality curricula. Generally, they pick a handful of faculty and work with them to ensure their projects are extremely successful. Then other faculty are beating down the door to get included. In addition, they select 2-3 faculty fellows who serve for a year and teach seminars for other faculty and write grants for funding. They pay them \$1,000 – 3,000 for the year.

DePauw University also showcases faculty projects. They also sponsor summer workshops and a conference. They issue a call for proposals and design workshops around the projects folks propose. They also build in JIT training. To handle the problem of faculty not comfortable orienting their students to course software, they send in students in the tech support program to class to do the orientation. Their interview process for their 45 tech student assistants tries to separate those with good people skills from those who work best on technical problems. The former are given core training in soft skills and professionalism and these focus on developing training sessions for peers and 1 on 1 assistance with faculty, staff and peers. The help desk students are harder to train and some faculty refuse to call the help desk. With their new required laptop program, they were

able to get vendors to supply site licenses for Microsoft and Macromedia products.

USC – Sumter finds that faculty are too busy during the regular school year to attend training sessions. They use the week after exams in May for a workshop and this has worked very well. To provide funding, their faculty tech committee has control of the \$100 per student per semester IT fee and they can spend it on improved technology and software. They also work through the state to get greatly reduced fee Microsoft and Maple software licenses.

CC of Baltimore County has established employee tech centers – 12 networked computers in each center with a tech specialist in an adjacent office so they can do 1 on 1 training. They also have classes for popular topics, and they run a virtual academy once a semester where folks can get the training from their own office. The combination of these 3 programs has been very successful. They have a faculty committee to create proposals for improved technology and support. This committee also fights for the limited funds to accomplish their proposals.

Saint Mary's College uses a Teaching and Learning Technology Resource (TLTR) committee and the Center for Academic Innovation to support 2-day workshops. They also use students from the Instructional Technology Resource Center to train and assist faculty on a 1 on 1 basis. Their faculty respond well to this assistance. They have recently decided to fund replacement equipment using a dedicated endowment fund.

Another topic discussed at the end of the session was whether or not folks had a computer literacy requirement. Washington and Jefferson has competency requirements in writing, math, and technology and certain courses can be certified to fulfill these competencies. This helps with faculty orienting students to the course software, since they couldn't claim to run a competency course if they were not willing to do so. They also send someone from the tech staff to class to help other teachers do their orientation.

Asheville- Buncombe Technical CC is beginning a required technology placement exam to accompany their math and English placement exams. They have

a 52 session required computer literacy class for those who do not place out of it.

Some other schools mentioned the ETS exam and the TekXam test for IT majors. These are very hard exams and many students do not pass.

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

## IT Staff Development Roundtable

This group focused on topics and ideas for staff development issues. The topics discussed were:

1. Breakfast meetings every Thursday morning – Mars Hill
2. Annual Canoe Trip
3. Annual Retreat – outside consultant, in-house retreat
4. Staff Retreats – Pikeville College – for last 5 years
  - Stay in Residence Hall
  - Interact with same job duties
  - Team Building
  - Week after Graduation (Wednesday, Thursday, Friday)
  - Fred Factor
  - Watched Pickle Video
5. Trade Services with other schools in Associations to gain development or services
6. Consortium relationships talking about professional development issues
7. HR input is important, but to bring someone in with Technical skills
8. Communication from IT to supply needs of rest of campus is critical.
9. New Leadership is sometimes needed
10. Renovations in physical space is sometimes needed
11. Co-locating professional staff is appealing
12. Internal marketing Report
  - Employee Newsletter
  - Quarterly President Report
13. Surveys are important

## Tech Talk Roundtable Discussion

### **Disaster Recovery/Data Replication:**

Some schools have been written up (by auditors) for not having a well documented plan. Offsite backups are a must. We must seek the sponsorship for this type of project from the Presidential level, because disaster recovery is an entire campus issue not just an IT issue. Some schools have identified with developing a business contingency plan and IT is a part of that plan. Companies have been contracted to do IT audits to assist IT shops with identifying what they do well and what needs work.

Disaster Recovery/Security/Privacy Plan can be developed with ongoing User Awareness Training. Linda Fleit's Keynote Address sparked minds to wonder what their President's and Executive Cabinets think about and/or understand regarding this topic.

How are these policies and procedures developed? One campus utilizes a committee (12 members) that approves proposed policies and then sends them on to the executive level for approval.

### **Integrated Technology Plan (Administrative, IT, Faculty all involved):**

The strategic plan for the campus is made and the IT strategic plan is developed from that. Some schools have developed a committee that is well represented by each constituency on campus to work on this type of planning.

### **Managing Network Traffic for the Incoming Student of Today:**

The student today arrives on our campus with a laptop/cell phone/gaming system/etc. and expects the services to be of high quality. What are schools doing to provide students with this type of atmosphere? One school provides a gaming night in the lab or an area that has ports to plug into – pizza is also provided. Packet shapers are being used to shape the traffic and manage the bandwidth. Some schools open their network up after a certain hour for residential buildings to game with each other.

### **How do schools handle students coming in with problems with their personal machines?**

Some schools are assisting them with their computer problems. Others offer tutorial type materials for them to self-maintain their systems. Some send them to the local computer shop for repair. Others have a list of students or even student organizations that will work on computers and suggest they go to them to have it fixed. A typical price for this service is \$10 or \$15. However each campus reacts to these requests, one thing is for sure: it cannot be ignored. One school will have students re-register machines on the network once a month vs. once a semester or once a year. There are now manageable commercial solutions for registration to the network and assurance of certain software and patches being applied. Some schools setup "technology night" for all the students to come to a central location and there is a blitz clean and patch session with pizza, etc. In many cases those working the event are mostly students with a couple of full-time technology staff on-hand to supervise. Some schools will schedule a student to come to their office after hours when the student and/or parent are persistent about wanting the service.

## 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"

## Wireless 101 Roundtable

What incentives / penalties do schools have to encourage/require students to have antivirus software on their computers?

- Berea College – has a laptop program, with pre-installed software
  - Encourage students to use AdAware
  - When virus found, they wipe computer and re-install image
- Colleges using Perfigo & CleanAccess as preventative/restrictive:
  - John Dixon, Cornell College (1150 students, 90% on campus) -- This fall they will charge \$50 to clear spyware or viruses. They are phasing out the service and next year will not provide this service.
  - Tina Asford, Macon State College
  - Carol Smith, DePauw University
  - Ken Donnelly, Mercer
- Educating students about viruses & spyware
  - Clemson – Educating students about viruses & spyware
  - Berea College – using student peer support
  - Philadelphia Biblical University – provides online training & information
  - Using orientation activities to educate them
- Monitoring network usage by requiring persons to login
  - Vernier
  - Cisco Radius Authentication

Challenges noted (and solutions offered):

- Assisting students to remove spyware or viruses
  - Some charge students for this services
  - Some limit number of times they'll do it for each student, then charge them for additional times
  - Some contract with outside vendors to provide this services
- File sharing & gaming
  - Bandwidth-shaping (e.g., Packeteer) – everyone there indicated that they do this
  - Bandwidth-shaping, different pipe sizes at different times of day (e.g., more bandwidth during nighttime hours)

- When excessive traffic is noticed through a particular network port, turn off the port. When the student calls for help after port is turned off, then use the opportunity to educate them about these issues. -- Some monitor machines via the MAC addresses, too
- Wireless interference from portable telephones is often a problem in residence halls

Brad Weaver, Wabash College outsources student hardware support to a local vendor.

Some schools segregate residence hall networks from other network segments.

The moderator, Hollis Townsend, described how Young Harris College offers wireless across campus (indoors and out), enabling college clients to use it while restricting access to non-college persons. They use Cisco Will See to monitor for rogue wireless access points.

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## Lessons Learned re Keynote Address

- Be sure to tell parents what they get for the IT fee.
- The Kenneth C. Green annual survey is a wonderful source of information about fees and equipment.  
<http://www.educause.edu/LibraryDetailPage/666?ID=EDU0422>
- Linking libraries and IT centers did not save money. This experiment is being abandoned.
- Inter-institutional collaboration is a promise that has not been fulfilled. Colleges that look similar are culturally very different.
- Impossible to convince faculty to adopt a single CMS unless they are actively involved in the decision.
- Home-grown ERP systems are obsolete. 70-75% of college systems are purchased. Can adjust to new technologies w/o adding staff.
- There is widespread adoption of different open source products, but it takes a lot of work to tailor them to your campus

## Call for Proposals for ASCUE 2006

The Association of Small Computer Users in Education, ASCUE, is seeking proposals from faculty and staff for presentations at its 39<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, “**Maximizing Technology to Enhance Learning**” 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, home-pages, 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 23, 2006.**

**Notification of Acceptance will be made by February 27, 2006**