Telephone System Replacement Set for Summer

Email, texting, and Twitter may be popular ways to communicate these days, but telephones still play an important role at the University of Puget Sound. Faculty and staff must be able to make and receive calls utilizing a modern, reliable telephone system.

Unfortunately, the university’s telephone infrastructure is almost 20 years old, and the current telephone switch has been classified “end of life” by the manufacturer, Avaya. This means Avaya no longer supports the switch in any way.

“Refurbished parts and service for the telephone switch are only available through third party resellers,” notes Mark Young, director of network and server systems in Technology Services. “Our existing contract with Continuant Corporation to support our telephony infrastructure ends this year, so we’ve got to move to a new system.”

After careful consideration, the university has opted to go with a new Voice over Internet Protocol (VoIP) installation that will greatly enhance the university’s telephone and voice mail services.

“We’re taking this opportunity to invest in technologies that will significantly improve communications at Puget Sound,” states William Morse, chief technology officer and associate vice president for technology services. “Faculty and staff will immediately experience noticeable improvements in functionality, and we’ll lay the groundwork for exciting future opportunities such as integration between email and voice mail.”

Faculty and staff will receive campus email messages with detailed information on this upgrade. Set up and testing of the VoIP system is currently underway. All current phones must be replaced, with new phones scheduled for delivery to offices and other locations in June and early July. Training sessions and documentation will be provided during that timeframe as well as in August for faculty and staff returning to campus. The switch to the new system is scheduled for July 15.

“We’re excited about moving to VoIP for a number of reasons,” Young explains. “Because it operates over the network, we’ll have more staff in Technology Services who can support the system. This should make it easier for us to provide better customer service, since telephone services will no longer be an ‘island’ using arcane technology.”

For more information, see www.pugetsound.edu/phones.

Residential Bandwidth Increases

Residents of campus housing are seeing significantly faster Internet connections thanks to an increase in bandwidth implemented Tuesday, April 10. The increase was from 150 Mbps (megabits per second) to 250 Mbps. Combined with the 100 Mbps connection in academic buildings, this takes the overall campus connection to 350 Mbps. One Mbps is a transfer rate of one million bits (125,000 bytes) of data per second.

The university’s academic connection is set to increase by another 50 Mbps this summer when the state’s K-20 Education Network is upgraded. This will take the total campus connection to 400 Mbps!
Business Professor Finds Added Value in Tech Workshops

Pursuing business studies in her native Turkey, Assistant Professor of Marketing Eda Gurel-Atay was not a fan of technology.

"I always had problems with computers," Gurel-Atay explains. "I even lost my master's thesis because one of the other research assistants just reformatted my computer without even asking me."

Gurel-Atay credits a special relationship with giving her a new perspective on technology.

"My husband is a software engineer," she says. "After I met him, I gained confidence in using technology."

Gurel-Atay completed a Ph.D. in marketing at the University of Oregon in 2011. As an instructor at U. of O., Gurel-Atay required her marketing students to create print ads by drawing posters since technology support was limited. That all changed when she joined the Puget Sound faculty last fall.

"At the new faculty orientation, I learned Technology Services did workshops for the previous marketing instructor," Gurel-Atay recalls. "I thought I could do this for my course, too, because I was asking the students to create print ads and commercials, and I thought the workshops would be helpful for them."

Gurel-Atay arranged to have Technology Services present two workshops for her Principles of Marketing class in the Tech Center's Digital Media Lab (see related article).

"We did two class-length workshops, one on Photoshop led by Henry Waymack and one on iMovie by Stephen Philbrook," notes Lauren Nicandri, educational technologist for the social sciences. "I was blown away, because these were the most on-task groups I've seen in the lab."

"I wondered, should I really keep these workshops, or should I spend the time on other subjects I want to cover?" she remembers. "I decided to keep them because I think they have great value for the students. And since we spend time on these workshops, then I am able to expect professional-quality ads and commercials from the groups."

"We see them in the lab and see them working," Nicandri reports. "It's really cool to see the ads and commercials they piece together using skills from the workshops."

As a measure of the students’ engagement, Gurel-Atay points to the fact that each group created an additional design over and above the assignment to enter in a rebranding competition for the Associated Ministries of Pierce County’s Hunger Walk.

"Each group did something using Photoshop," she explains, "and one of the groups actually won 4th place!"

For more information, contact Eda Gurel-Atay at egurelatay@pugetsound.edu or Lauren Nicandri at lnicandri@pugetsound.edu.

Digital Media Lab a Great Teaching Resource

Interested in assigning a media project as Eda Gurel-Atay did? Check out the excellent resources available in the Digital Media Lab, located in the Tech Center in Library 018.

This high-end lab features 30 dual-boot iMacs, several scanning stations, video carrels, and three audio recording mini-studios with professional-grade microphones. Software for video, audio, and image editing is readily available in the lab.

A recent reconfiguration of the lab created cozier spaces for student work, a better layout for software training sessions by Technology Services staff, and ready access to enhanced user-support from nearby groups like the Service Desk and Media Services (where students can check out video and audio recording equipment).
Optimize Team Members are Good HEUGers
by Alyce DeMarais, Associate Academic Dean

Over 3,000 attendees, more than 450 sessions, nine acres of conference center, three days, 14 intrepid Puget Sound explorers. In March 2012, representatives from across campus traveled to Nashville to participate in the HEUG Alliance annual meeting.

The Higher Education User Group, or HEUG (pronounced "hug"), is an international organization composed of institutions that use PeopleSoft and other Oracle software. The Alliance brings together PeopleSoft higher education users from around the globe to share ideas, learn about new features, talk with vendors, and provide feedback to Oracle representatives.

One of the nice attributes of the HEUG is that it is independent of Oracle. Although Oracle representatives are present at the Alliance meeting and provide product updates, they are also there to listen to HEUG attendees and presenters. Many presenters from across higher education share how they have maximized use of the systems and developed mechanisms for achieving needed results. In addition to the scheduled presentations, attendees are very willing to share their experiences, successes, challenges, and code with each other.

We learned a lot, met some great colleagues, and had a good time discovering the commonalities of our work here at Puget Sound. If you see Carol, Kristen, Steve, Travis, Mattie, Alyce, Angela, Jody, Ed, Brad, Ellen, Shannon, Landon, or Donn, give them a HEUG and ask them what they learned and how we can use that information as we Optimize Puget Sound.

Financials Goes Live July 1
The Financials team was the first group to embark on the intense journey of design and implementation, and they’ve blazed a trail for other Optimize teams to follow!

For many weeks, the team participated in extensive discovery sessions with representatives from MIS. Concurrently, team members facilitated a survey on SoundNet to gather campus input on budget administration. These efforts contributed to development of the fit/gap document to guide design and configuration of the Financials module for the university.

The configuration phase is now underway, with the intent to meet institutional requirements while adhering to best practices.

Financials training is planned for June, with the module set to go live July 1. Information on training sessions and documentation will be sent to budget administrators and those on campus who deal with purchasing.

For questions or comments, please contact Travis Nation at 253.879.2710 or tnation@pugetsound.edu.

Optimize on a Roll!
Optimize Puget Sound has seen a lot of developments in recent months. Three teams comprised of Puget Sound staff and representatives from our implementation partner, MIS, are in action at this time.

The Financials team is preparing for go live of their PeopleSoft module on July 1 (see related article).

The Human Resources team has participated in demonstrations and pre-planning as they move closer to the start of their design phase, which is set for June. The Human Resources module will go live January 1, 2013.

The Campus Solutions team has participated in discovery sessions focused on the academic structure and person demographic data. The Campus Solutions module, which goes live March 1, 2013, includes financial aid, registration, academic advising, and other student-focused functions.

A key component of the new system will be a portal for accessing university processes and information. The yet-to-be named portal, which will replace Cascade, is scheduled to debut in October of this year.

Two road trips have helped Puget Sound learn from institutions that utilize PeopleSoft and other Oracle tools being implemented here. In February, a group visited George Fox University in Newberg, Oregon, to hear about their implementation, and in March even more folks attended the annual conference of PeopleSoft’s Higher Education User Group (HEUG) in Nashville, TN (see related article).

To learn more, visit www.pugetsound.edu/optimize, check out the project blog at blogs.pugetsound.edu/optimize, see the Optimize site under Team Sites on SoundNet, or contact Project Manager Travis Nation at 253.879.2710 or tnation@pugetsound.edu.
Don't Forget PrintGreen!

Starting August 27, PrintGreen will help manage printing and promote sustainability on campus. Here’s how it will work:

- Each student will be allocated 750 print credits per semester. A “print” is each page side that runs through a printer. Based on past statistics, most students never use more than 750 prints per semester.
- If the allocation of 750 credits is depleted, additional prints will cost 10¢ each. Students will be able to pay online as needed.
- As in the past, faculty can provide PDFs of required coursepacks to the Bookstore for pre-printing by Print & Copy Services. Additionally, the Bookstore welcomes PDFs of coursepacks to be printed only “on demand” as students purchase them.

For more information, see www.pugetsound.edu/printgreen.

Moodle 2 Coming Fall 2012

There is an exciting new development on the educational technology horizon. Over the summer, Technology Services will upgrade the university’s course management system to Moodle 2!

Though similar to the current 1.9 version, the new, improved Moodle will provide a better platform for the creation and maintenance of course content. It will improve file access and uploading, add more flexibility in organizing course displays, increase security, and much more. Students may notice slight changes and improved functionality, but the overall look and feel will remain the same.

Pilots, testing, and training will take place over summer to ensure the final version is ready to go for fall semester. The scheduled go-live for Moodle 2 is August 1.

For more information, please contact edtech@pugetsound.edu.

New Anti-Virus Software for Macs

Technology Services (TS) has long fought on behalf of the campus community against viruses, spam email, and phishing scams. We’re always looking for the best means and products for protecting university-owned computers and personal machines belonging to faculty, staff, and students.

Currently, we utilize Microsoft Endpoint Protection on campus computers running Windows and recommend the free home version, Microsoft Security Essentials, for personal computers. In the past, we’ve used an enterprise edition of McAfee for Macs on campus and provided free downloads of the same for personal use. Our McAfee license will expire June 30, though, and we’ve decided to make the switch to Sophos for Macs.

We’ll update university-owned Macs with the new software, so if you use one of those, you’ll be hearing from us soon. If you previously downloaded McAfee from the TS website for your personal computer, you will need to replace it. See the link to the free home edition of Sophos on our anti-virus page at www.pugetsound.edu/tshelp.

For assistance, contact the Technology Service Desk at 253.879.8585 or servicedesk@pugetsound.edu.

Meet Your Print and Copy Services Team

Have you ever wondered what goes on in the house with the maroon door and brown roof across the alley from the Wheelock Student Center? It’s there the Print and Copy Services (PCS) team works diligently to meet the printing needs of the Puget Sound community.

“Our goal is to turn jobs around quickly while providing high quality results for our customers,” states PCS Manager Ginene Alexander.

PCS does black and white or color printing and offers a wide range of products, including posters, banners, brochures, and postcards. They also assist with scanning, binding, laminating, cutting, folding, and perforation. The team is particularly excited about their new wide format printer on which they can produce posters and banners up to 48 inches wide and 150 feet long!

While PCS can print or copy items customers create themselves, Design and Production Specialist Henry Waymack is also available to assist with graphic design and layout. [Editor’s note: The design of TechNews is an example of Henry’s excellent work!]

Shawn holding a 2’ x 10’ banner they printed are members of the Print and Copy Services team: Henry Waymack, Matt Dreaney ’12, Skyler Tetreau ’15, Ginene Alexander ’77

“We’d like to work more with students and student groups,” says Alexander. “This part of our business is growing, but we’d like to see it grow even more.”

For more information, see www.pugetsound.edu/copyservices or contact PCS at 253.879.3737 or copyservices@pugetsound.edu.

The PCS team recognizes the need to balance continued use of paper with the conservation of this limited resource.

“We feel strongly about promoting sustainability,” notes Alexander. “We offer 100% recycled paper which is produced at a local paper mill, and we use 100% recycled plastic and paper bags for orders.”

In addition to official university business, PCS also welcomes personal orders from campus members. To support this, they recently began accepting debit and credit cards.

For more information, see www.pugetsound.edu/copyservices or contact PCS at 253.879.3737 or copyservices@pugetsound.edu.