



Technology Services

Academic and Administrative Computing

- Academic Computing Support
- Administrative Computing Support
- Web Content Services

Servicing all Computing Needs

- Technology Help Desk
- Computer Techs
- Multimedia Services
- Video Conferencing
- Telecommunications Services
- Third Party Vendor Applications
- File and Email Services
- Network Services
- Hardware and Software Administration
- Contracts and Procurement Oversight

Library Services

- Learning and Instructional Support Services
- Student Media Services
- Library and Information Services
- Instructional Design Services

Videoconferencing Suite Planned for Lehman Library

Plans are in place to install videoconferencing functionality in a suite of rooms on the upper level of Lehman Library. During the summer of 2012, Multimedia Services will oversee the outfitting of LL203, LL204, and LL205 to accommodate varying size groups of one to 45 participants. Along with the improved technology, non-tech fee funds will be provided to install new ceilings, lighting, and carpeting. The videoconferencing areas will be available for use by students, faculty, and staff for distance education, training webinars, and online meetings. When not scheduled for videoconferencing, the spaces will be available for traditional meetings and student study space.

Division Recognizes Significant Contributions

Shelley Gross-Gray and Michael Gardner, members of the Technology and Library Services Team, received recognition for their overwhelming contributions to the Division. Ms. Gross-Gray's outstanding efforts during the implementation of the D2L Learning Management System (LMS) earned her acknowledgement as a result of the quick and efficient transition from Blackboard to D2L. Michael's extraordinary efforts in his support of the Campus' Student Media Groups made the decision to recognize him rather easy. His great concern and care for the students toiling in the various student media organizations (radio, TV, print) cannot be overstated.



(far left) Mr. Michael Gardner accepts his award from Dr. Rick Ruth. (left) Dr. Rick Ruth presents Ms. Shelley Gross-Gray her award

Technology Fee Update

- ✚ The 2012/2013 Technology Fee renewal process has begun. Both the technical review committee and the academic review committee have reviewed the renewal requests, which were forwarded to the Provost for approval to be implemented the summer of 2012.
- ✚ The Request for Proposals for new projects for the 2012/2013 year was distributed to the campus. We are looking forward to receiving many new and innovative proposals.



E-book Collection for Lehman Library

With funding provided through student technology fees, the Lehman Library has acquired access to approximately 25,000 electronic books through Yankee Book Peddler and EBook Library. This collection of e-books is designed to support the University's curricular needs and is made up of titles published after 2008. The collection features a "demand-driven" model that allows students to use books for short terms of 24 hours for a minimal fee. Once a particular title is used four times, the e-book is purchased and added to the Library's permanent e-book collection.

This demand-driven collection allows the Library to provide a maximum number of e-books to students at minimum cost. The collection can be refreshed as new e-books become available and as titles with no use are removed.

E-books have become increasingly important as students and faculty depend on online resources for classroom assignments and research projects. Face-to-face, blended courses, and distance education programs which feature delivery of content through course management systems rely heavily on easy access to electronic journal and book content that is made available through the Library's website. In addition to this demand-driven collection, the Library will continue to expand its e-book holdings through the fulfillment of book orders in support of academic departments, the ongoing purchase of electronic reference materials, and the purchase of archival e-collections.

Chancellor Chooses Lehman Library as Alternate Site for his Office

After last year's flooding in Harrisburg, the Chancellor asked that a site be identified where he and his staff could relocate—for up to one month—during emergency situations that impact operations at Dixon Center. After inspecting a suite of rooms on the upper level of the Lehman Library, representatives from the Chancellor's Office expressed their satisfaction with the area and endorsed the site for this purpose. The area, which includes the Rare Book Room and two meeting rooms, could accommodate the Chancellor and approximately 30 staff persons.



*Dr. John C. Cavanaugh,
Chancellor of the
Pennsylvania State
System of Higher
Education (PASSHE)*

Technology Services Happenings

Student Administration Services

- ✚ Successful grade posting was completed using the new Campus Information System (CIS), Banner.
- ✚ **DegreeWorks** degree auditing system will be available for advisors to use beginning in March 2012.

myShip Portal

- ✚ Last fall on the first day grades could be viewed in the new CIS by students, we had 6,088 visits to the myShip Portal by 4,417 unique visitors! On the first day of the spring semester, we had 4,688 visits to the portal by 3,593 unique visitors.
- ✚ We are anticipating the forthcoming release of the portal software that will allow us to begin implementing a **prospective student portal**, which will give us the ability to communicate with individuals who have expressed an interest in the University.

Mobile Comes to Web

- ✚ Users visiting the web site from a smartphone or smaller tablet will be presented with the mobile version of Content Management System (CMS) by default (with a link to view the full version of the site); larger tablets and desktop browsers will continue to display the full site.