

# Learning & Information Technology

## 2009 SPRING

### NEWSLETTER

University of Wisconsin - Stout

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Issue #002

## Enterprise Information Systems Developer

Judy Adams joined the Enterprise Information Systems (EIS) team this month as an IS (S) Development Services – Senior. She had been in a project position for the PeopleSoft Campus Solutions within EIS. Her duties will include supporting the new PeopleSoft Campus Solutions application by developing new functionality and assisting in troubleshooting issues that arise. She comes to campus with 13 years of IT experience, primarily supporting human resource applications in the private sector. Judy is located at 311 Millennium Hall, [adamsju@uwstout.edu](mailto:adamsju@uwstout.edu) please welcome Judy to UW-Stout.



writing a portable web application for students to practice stroke order and line weight when learning Japanese Kanji. Julie is a certified MCITP-EA on Windows 2008 server/Vista, as well as a MCSE on Windows 2003 server/XP. She has a Bachelor's degree in studio art and a Master's in Information Technology. She has presented at numerous conferences, including GusDay and ResNet. Most recently, she chaired a Modern Language Association panel about online course management. She also enjoys competing in in-line skating marathons and has competed in more than two dozen marathons to date, traveling as far as Spokane and Montreal for races. Julie [mcfaddenj@uwstout.edu](mailto:mcfaddenj@uwstout.edu) can be contacted at 715-232-5036 and is located in 322B Millennium Hall.

## Instructional Designer/Technology Consultant

Jamison Olson joined the Learn @UW-Stout (D2L) Administration Team in November 2008. He is the new Instructional Design/Technology Consultant for Learning Technology Services, replacing former Web Instructional Design Consultant, Sherri Post. Olson has a background in pedagogy, e-learning and online teaching, and program evaluation. He is now available to assist faculty and academic staff to further develop their web-enhanced and/or online courses. To make an appointment, please email Olson at [olsonja@uwstout.edu](mailto:olsonja@uwstout.edu), or call him at 715-232-4038. His office hours are Monday through Friday, 8 a.m. to 4:30 p.m., and he is located in 212R Millennium Hall.



## Ask5000 Help Desk Manager

Julie McFadden, the new ASK5000 Help Desk Manager, came to UW-Stout in November from Carleton College. She has worked in management and IT for the last 16 years. She has supported a wide range of academic applications, from creating a training program for student help-desk workers to



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## Online Departmental Inventory Tool Available

Telecommunications and Networking has developed a useful inventory tool for use by departments to assist in computer asset management. Designees as determined by each department will have access to a web-based tool for recording the location and assignment of each department's computer inventory in the campus computer database. Features include the ability to change the recorded user of each computer, save a brief text description of its location or use, and record the last date a computer or printer was inventoried. Also available is the ability to transfer possession of computers or printers to another department and the ability for the receiving department to acknowledge receipt. Use of this tool is optional. Department chairs and directors will receive emails regarding default users and may request changes if desired through Judy Boughton ([boughtonj@uwstout.edu](mailto:boughtonj@uwstout.edu)).

## Requesting Software for Student Image

Every spring Telecommunications and Networking begins the task of developing the e-Scholar image for the student laptops. Department chairs are emailed with a list of the anticipated applications and versions of campus software for the e-Scholar image the following fall. This year we will be continuing this procedure and also making available a new form to request the addition of software to the student laptop image. The [Software Request for Student Image form](#) is now available on the e-Scholar site. This form is intended to help facilitate the addition of software and to help explain the criteria considered for addition to the e-Scholar image.

## Stout Dial-up Access to be Discontinued

UW-Stout will discontinue dial-up service in October 2009. Dial-up usage has diminished dramatically in recent years and the cost to maintain the service and equipment is no longer warranted.

## Mobile Lab Cart

Telecommunications and Networking will be making available a mobile laptop computer lab intended for use in on-campus trainings for Stout faculty and staff. As many as twenty laptops can be checked out for use on campus for up to five days. Pickup and return of the cart and computers are the responsibility of the borrower. Campus-licensed software is installed; installation of non-standard applications is the responsibility of the borrower and must adhere to licensing restrictions. Contact Sasha King ([kingsa@uwstout.edu](mailto:kingsa@uwstout.edu)) with questions or to make a reservation.

## Creating the Perfect Educational Environment for All Learners

Much information has been posted to blogs, discussion forums, and in online professional publications on the topics of Emerging Technologies and Learning Styles in pedagogy. However, there has been little mention, lately, of the connection between the two, and the importance of establishing an educational environment that transcends the typical learning styles affiliated with a particular generation using today's educational technologies – an environment where all generations can find academic success, simultaneously, and cooperatively. Chris Dede of Harvard University's Graduate School of Education has done just that, suggesting "Neomillennial" learning styles do exist for all learners regardless of their generational grouping. To learn more about Dede's perspective on the connectivity of Emerging Technologies and Learning Styles, please visit the PDF or podcast resources at the following Educause link:

<http://connect.educause.edu/Library/Abstract/EmergingEducationalTechno/39233>

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## 2008 ASK5000 Helpdesk Statistics

ASK5000 recorded over 20,000 helpdesk tickets last year!

Call Center	2,713
Inventory Area	1,475
Misc	48
Self Service	1,414
Staff Work Area	3,748
Walkup	11,470
<b>Total Calls &amp; Visits</b>	<b>20,686</b>

## TurnItIn™ software Instructor Resource Available

*Turn-it-in@ WriteCycle's Originality Checking* allows educators to check students' work for improper citation or potential plagiarism by comparing it against continuously updated databases. This technology is funded by Learning Information Technology. To access the tool go to: [www.turnitin.com](http://www.turnitin.com)

- For University Access information contact Jane Henderson – [hendersonj@uwstout.edu](mailto:hendersonj@uwstout.edu)
- On campus assistance:  
Kate Thomas [thomask@uwstout.edu](mailto:thomask@uwstout.edu) or Nancy Murray [murrayn@uwstout.edu](mailto:murrayn@uwstout.edu)
- Instructor Quickstart Guide - [http://www.turnitin.com/resources/documentation/turnitin/training/tii\\_instr\\_qs.pdf](http://www.turnitin.com/resources/documentation/turnitin/training/tii_instr_qs.pdf)
- Instructor User Manual - [http://www.turnitin.com/resources/documentation/turnitin/training/Instructor\\_Manual.pdf](http://www.turnitin.com/resources/documentation/turnitin/training/Instructor_Manual.pdf)
- Additional training resources: <http://www.turnitin.com/static/training.html>

## Use of Distance Communication Technology is Booming

Distance communication by any other name might be called video conferencing, ITV, web conferencing, audio conferencing (most people call it conference calling), desktop video, or chat. But no matter what it's called, use is booming.

"People seem very pleased to have ways to conduct meetings or attend training without having to travel," according to Sali Mounce of LIT/Learning Technology Services. "And LIT is happy to have the technology to accommodate the requests we are getting."

Mounce says the number of requests has been growing over the past couple of years, but usage has really increased during the 2008-09 academic year. Use of conference calls, video conferences and web conferences has increased as the budgets have decreased. As money for travel declines, people seem to have embraced the technology that can connect them with others. It allows participants to participate in meetings, trainings, courses, etc., without leaving campus, often even without leaving their offices, saving time as well as money.

Use varies widely, and includes administrators who use technology to hold meetings, students who connect with business and industry to participate in work teams or make presentations, instructors who bring in presenters from a distance virtually, and staff who present at or attend trainings.

For more information on how to utilize distance communication technology or costs, please contact Sali Mounce, 715-232-5239, or [mounces@uwstout.edu](mailto:mounces@uwstout.edu).

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## Millennium Hall is a Good Place to Find New Technology!

Even though much of the technology used on campus is pretty transparent, hidden in computer server rooms, or sometimes redundant, there is often fun stuff that can be found! Where else would you expect to find it but Millennium Hall, the campus technology hub? As Learning & Information Technology (LIT) reorganizes teams and work spaces, other projects float to the surface. Soon, you'll be able to see digital signage with multiple pieces of information scanning its surfaces, in both the first and second floor lobbies. Testing will begin in Millennium Hall, as well, on new versions of classroom recording systems. In addition, upgrades are in the works for the distance education labs.

Be sure and watch future issues of the Daily Email, as well as this newsletter, to keep up on emerging technology!

## Learn@ UW-Stout (D2L) Update

In January 2009 a campus-wide license for Respondus LockDown Browser was purchased. Respondus is a customized browser that increases the security of quiz delivery in Learn@ UW-Stout (D2L). For more information, visit [our web site](#).

We are continuing to develop Learn@ UW-Stout (D2L) camtasia tutorials for instructors and students. The most recent tutorials are Learn@ UW-Stout (D2L) Orientation and Respondus LockDown Browser. Please check our website periodically for new updates.

Learn@ UW-Stout (D2L) underwent an upgrade to 8.3.1 MR1 in January 2009 and will undergo another upgrade to MR2 in March 2009. This outage will have minimal impact on users.



## Video Project Update

The Nakatani Teaching and Learning Center, in collaboration with LTS multimedia specialists Art Juchno and Ed Jakober has produced a short [series of video](#) interviews exploring strategies UW-Stout instructors have developed to maximize the student and faculty use of laptops in the classroom.

[Peter Gallante shares his ideas regarding classroom management of laptop use during classroom instruction periods.](#) He explains that laptops have the potential to become a distraction in the classroom when used in an inappropriate manner for purposes not relevant to classroom activities.

[Bob Peters Ph.D. sees laptops as a tool to help students connect to class related resources.](#) "The laptops have enabled me to accomplish course objectives far beyond what I was able to do before I used laptops in the classroom."

[Jill Klefstad Ph.D. explains how she engages students by using CIQ](#) (Critical Incident Questionnaires). CIQ's ask students to reflect on their learning experiences, usually over the previous week. Both teachers and students use CIQ's to determine what to focus on next.

[Anne Hoel, Ph.D. with the Department of Business in the College of Management discusses a teaching strategy that she uses in her teaching practice.](#) This video is still in the editing phase.

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## Echo 360 Update

In December Echo 360 released an extensive update to their capture system software and hardware. The update will enable the captures to work with a greater variety of browsers, will streamline the amount of data needed per session, and will offer some limited editing capabilities.

This update also centers on the Course Scheduling software, which is designed to automatically start and stop your class recordings. We here at Stout have not used the system with the scheduling software so will have to develop some new protocols and practices.

The new system also steps away from the desktop computer system at each station and uses a web-based access system. In light of these changes, we are developing some support documentation to assist users in the transition from the older "Apriso" capture system to the new "Echo 360" capture system. Look for training opportunities to be coming this summer.

## Classroom Modification Updates

With the start of construction on the Jarvis Hall Remodel Project comes the task of developing the furniture and equipment plans for the new space. Lots of time and effort has already been spent and will continue to be spent getting the best equipment and furniture for the amount of funds allotted. As the plan develops, we are blending the "wow factor" of new items with the dollar savings of reusing current resources. We are pretty excited about how things are shaping up for the new Jarvis Hall.

Lab Mod Proposals have been passed through the ASA Space Committee and are awaiting approvals. Approved projects will be announced when decisions are made.

## CommonSpot Implementation

The implementation of CommonSpot, the content management and publishing system for the university web site, is progressing. All faculty and instructional staff have homepages available to them in CommonSpot, and we continue to offer training and documentation to faculty and academic departments. We worked cooperatively with the SSA to develop a plan to bring student organizations into the system and to train the SSA to administer these sites.

As of January, approximately 100 university sub sites are "live" in CommonSpot including general information sites and top-level pages, Athletics, academic departments, colleges and special event sites. About 75 more, including Student Services departments, Graduate Studies, and the ASLS subunits, have begun their conversions or are in preparation to convert. Graduate and undergraduate program sites will also be converted this year. Open training for the campus begins after Spring Break and will continue through the summer and 2009-2010 academic year.

For more information about the CommonSpot implementation, please contact Barbara Button, University Web Coordinator, at Ext. 2284 or email [buttonb@uwstout.edu](mailto:buttonb@uwstout.edu).

## PeopleSoft Human Resources

ORACLE

The numerous fit-gap sessions held throughout UW-System have been completed. Major decision making on those items is under way as they affect the implementation and project plan. A consulting contract for the implementation has been awarded to Huron Consulting. The implementation phase is just beginning and will continue for more than a year. More updates as far as implementation timelines and project planning will continue to be forthcoming over the next year. Members of the UW-Stout project team include Wayne Argo, Kay Schnur, Bonni Falkner, Patty Cramer, Larry Graves, Grady Richartz, Ed Nieskes, and the Human Resources, Payroll and Benefits staff.

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## PeopleSoft Campus Solutions

UW-Stout has implemented PeopleSoft Admissions for undergraduate and graduate students for fall of 2009, Admissions Self-Service, transfer credit for admissions, class schedule for fall 2009, academic structure and Campus Community. These implementations consisted of data conversions from Datatel, PeopleSoft setup, testing, prototyping, training, interface and modification development, patch/bundle loading, etc. A lot of effort and time went into each of these “go lives”. Thanks team!

As the next milestones are approaching, data conversion and interface/modifications efforts still continue. The functional project team continues setup activities in PeopleSoft and prototyping/testing. CIBER Consulting, Inc. is our consulting partner for this project. A group of functional and technical consultants have assisted us throughout the project. They are Chris Mercer, Jennifer McCord, Siva Ram, Greg Patterson, Bill Barnett, Maria DeNuccio, and Sheena Porter. We couldn't be successful without their assistance!

As part of this project the list of customizations were reviewed very carefully such that current business processes were reviewed and/or changed in lieu of the customization, if it was applicable. Each customization has an ongoing cost in the life of the PeopleSoft software and to the campus. Every bundle of patches (software updates) require our functional and technical project team to review each of those customizations and re-testing efforts have to be done before implementing those. Minimizing these in the long run allows for software updates to be turned around and implemented much faster, major upgrades to be more easily implemented, and project staff to work on other priorities, etc.

UW-La Crosse and UW-Eau Claire are also in the process of implementing PeopleSoft Campus Solutions. They do have different implementation dates. All three campuses have done some collaborative work for the project by sharing some of the modification/interface development, configurations, approaches, etc. It has been great to collectively share among the two other campuses and to gain experience as each proceed through their implementation.

Financial Aid Live	Feb 9, 2009
Student Records Live	March 9, 2009
Student Financials Live	March 9, 2009
Student Registration Live for Fall 2009	April 2009
Student Financials Live with FY10 General Ledger (SFS)	July 1, 2009
Academic Advising Live	Aug 2009
Peoplesoft Campus Solutions <b>Fully Implemented</b>	Fall 2009

This project is very resource intensive and needs the collaboration and input of many to be successful. More communications will continue to be sent out to the campus as progress is made. Some open sessions have already been held and more will be held to gather feedback as modules continue to go live through this fall. Training for the campus user community is in process and will be coordinated through each of the administrative offices as they go live with functionality and their modules.

Members of the project team include Kay Schnur, Jeff Ohvall, Tricia Aspen, Nancy Ninas, Beth Boisen, Julie Schumacher, Linda Young, Rick Olson, Pam Lausted, Larry Graves, Kathy Pattison, Ken Pielhop, Lystra Yates, James Williams and Judy Adams. [Visit the project website for more information.](#) For more information contact Kay Schnur, [schnurk@uwstout.edu](mailto:schnurk@uwstout.edu), Project Manager.

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## Assessment of the e-Scholar Program

The e-Scholar program utilizes several surveys to assess the impact of the program on the student learning experience. Every fall and spring students are selected to participate in the e-Scholar Digital Learning Environment (DLE) Surveys. The surveys ask students to identify what components of the digital learning environment have enhanced their learning or which components of the DLE did their instructors use that enhanced their learning. In addition, the university participates in the ECAR Survey every 3 years. ECAR is a national organization that administers the survey. The 2008 ECAR research study is a longitudinal extension of the 2004, 2005, 2006, and 2007 ECAR studies of students and information technology. ECAR is the applied research group sponsored by Educause. <http://www.educause.edu/ecar/16004>

Results from all of the surveys are favorable and indicate that the digital learning environment is positively impacting the student learning experience. Results from the surveys are also utilized to develop additional training and faculty development programming. Learning themes have been identified in the UW-Stout Digital Learning Survey Reports and comparison of results to both Poly peers and national results are available in the ECAR report.

Executive Summaries and full reports are available:

[2008 ECAR Survey Report](#)

[Spring 2008 Digital Learning Environment Survey](#)

[Fall 2008 Digital Learning Environment Survey](#)

[All e-Scholar Assessment Reports](#)

Comments about the results and suggestions for training and faculty development should be sent to Doug Wahl or Jane Henderson.

## Data Warehousing/RDS

As part of the PeopleSoft Campus Solutions project we are implementing a data warehousing solution called RDS, Reporting Data Store. It will allow reporting to be done outside of the production environment and replace much of the current data warehousing we currently have for student information. Currently, there are published Hyperion (Brio) queries for the campus departments to use and the goal is to replicate those in the new RDS solution. If campus users are using the current data warehouse outside of published Hyperion queries we currently have deployed please review what you have, the data you are using and how this change will affect you. If you have any questions, please contact, Kay Schnur, [schnurk@uwstout.edu](mailto:schnurk@uwstout.edu).

## UW-Stout Website Audit

Learning and Information Technology will be conducting an external web audit of UW-Stout's web site this spring. The web audit will consist of analyzing the web for usability, accessibility, content, broken links, standards compliance, visual effectiveness, navigation, functionality, message communication and positioning in relation to other higher education institutions. It is anticipated that results and suggestions from the web audit will supply information to help the campus in its quest for a web redesign. The web redesign will also be conducted by a third party. Any questions, comments or suggestions should be directed to Doug Wahl.

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**MISSION:**

LIT is UW-Stout's steward of technology in support of education. We are committed to providing and maintaining secure, high-quality, reliable, and flexible solutions in alignment with UW-Stout's mission and vision.

**CORE VALUES:** We value people, our staff and the people we serve, through:

- \*Customer service - Anticipating and responding to their needs.
- \*Communication – Building a collegial and trusting environment through open, honest, and ongoing dialog.
- \*Collaboration – Creating appropriate solutions, placing decision-making where it belongs.
- \*Partnership – Committing their resources along with ours to use and support information technology.
- \*Innovation – Researching advances in technology and applying them across the university.
- \*Leadership – Guiding the campus as our technology landscape evolves.

**VISION:**

Education and technology serving people.

**GOALS:**

- \* Foster an environment that promotes effective internal and external communication
- \* Create models of collaboration to work with the campus community that leverage resources and address priorities
- \* Provide reliable, secure, customer-focused delivery of services to the campus community
- \* Research, review and evaluate technology for effectiveness and efficiency to support the goals of the University
- \* Provide leadership, guidance and support to the campus in technology implementation and utilization to effectively enhance teaching, learning, research and administrative outcomes
- \* Develop inclusive support structures for project management