



# Campus Technology

FALL 2014

Technology News from Cleveland State University

## A note from the CIO

Over the summer we were able to complete the discussions and paperwork to be able to provide all students, faculty and staff with the Microsoft Office suite of products at no charge. You can now download the software to as many as five PCs/laptops and five mobile devices. You also have access to a scaled down version of the software in the cloud through your engage365 account. As a result of our student survey we have been taking steps to improve student labs in a number of ways. The number of thin clients are being reduced and replaced with full PCs. We have also introduced "print only" workstations to make it more convenient when that's all you need.

New signage has been posted in each of the labs so you can readily see the software available on the computers in each lab.

The Mobile Campus has expanded its portfolio of available devices to loan with the introduction of TI-84 calculators that students can borrow and keep overnight or over a weekend.

Students if you need assistance in setting up wireless on your laptop or tablet or getting to your engage365 account just stop up to the 11th floor of Rhodes Tower

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**DID YOU HEAR?** Free Office ProPlus 2013 for all full and part-time tuition paying students at Cleveland State University. IS&T has worked with the Microsoft Corporation and the Inter-University Council Software Licensing Committee for over a year to bring you this exciting offer. With this plan, students will be able to download up to five (5) copies of the full Office ProPlus 2013 suite of programs on any PC or laptop. You can also download an additional five



(5) copies to any tablet computer (Windows, IOS), or five (5) to any smart phone (Android, Windows, IOS).

We are happy to be able to assist our students in having access to a series of software programs that will help



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them with their course work but also help them learn a very important and widely used business tool. According to a recent survey of scanned job wanted ads, Office proficiency is number three (3) on the top list of requested skills.

For complete details on how to load this software visit:

<http://www.csuohio.edu/ist>

Click on "More" under "Office ProPlus for Home and Personal Use" for detailed instructions.

**PLEASE NOTE:** Do not go to any other site, and especially do not go to Microsoft or Office.com. This is a special offer presented to CSU students as part of our Engage365 platform.



## Ordering PCs Online Is Now EASY

by Janet Bassi

You can now go to [easy.csuohio.edu](http://easy.csuohio.edu) to order your departmental PCs online. It's quicker, you have more control of the selection of items, and you know the exact price of your order.

If you have one of those "Ooops" moments, don't worry, you will have a cancel button to cancel your own order. You'll be able to see your open orders on the Easy homepage as well. Give it a try.....it's easy.

- Log into [easy.csuohio.edu](http://easy.csuohio.edu)
- Select Service Catalog
- Select either computers or monitors

A list of options and prices are listed. Once you select which model you are interest in, you will be asked for your **Organizational Account Number** and choices available to enhance your computer or monitor.

Click **Order Now** to complet your order. It's that "Easy".

Full instructions are in the Quick Links section of the Easy Service page or visit [www.csuohio.edu/tech-training](http://www.csuohio.edu/tech-training) and click on **Easy Self Service Self Help Training**.



## Apply for Graduation Online

by Julia Petek

Undergraduate students are now able to go online and apply for graduation by going to the new Graduation tab in CampusNet. When students achieve at least 90 hours toward a degree program, they see an "Apply to Graduate" button and helpful instructions to guide them through the graduation process.

After the graduation application is submitted, students can track the progress of the degree audit review process on the Application Tracking page, where advisors' evaluations of various degree requirements are displayed.

When all of the requirements have been reviewed and the Office of the Registrar posts a Final Review status, the student is set to graduate on time,



given that all remaining requirements are completed successfully as planned. If at any

time the student would like to delay graduation, they simply return to the Summary page on the Graduation tab and select a new semester using the "Change Graduation Date" button.

Automatic communications to students and advisors will greatly improve the graduation process which was previously conducted with a paper application form and a manual review process among campus offices. The University has made it a priority to improve student retention and graduation rates, and this CampusNet feature will certainly contribute toward that goal.

## New Graphing Scientific Calculator Loan Program

by Dan Mortimer

In 2003, the Mobile Campus laptop loan program began loaning laptop computers to CSU students to help promote student success. To date, over 422,000 laptops have been borrowed. In 2011, Mobile Campus added iPads to the program and over 10,000 iPads have been loaned.

Now, due to student requests, Mobile Campus has added a new item for free borrowing: the feature-rich, TI-84 Plus Color Graphing Scientific Calculator. This is the calculator recommended by the Math department and used by most Math professors themselves. In a change from the Mobile Campus policy of loaning devices for up to five hours at a time, no overnight loans, and devices not to be taken off Campus, these calculators can be borrowed for up to twenty-fours so students can take them home to work on their assignments. In another policy change, a calculator may be borrowed even if a student already has checked out a laptop or iPad, although the 5-hour, no overnight rules still apply to those devices. The rest of the Mobile Campus policies still apply: only CSU students are eligible, late fees are charged for late returns, renewals must be requested in person, units are loaned on a first-come/first served basis (no reservations), and students must register (free and simple) once per calendar year with Mobile Campus.

Whenever classes are in session, the hours of operation are Monday through Thursday, 7:30AM – 10:00PM, and Friday and Saturday from 8:00AM – 5:00PM.



## Note from the CIO ~cont.

and someone will help you.

Students, faculty and staff now have access to SharePoint, Lync and OneDrive, all services available through your engage365 account.

SharePoint is a powerful collaboration tool enabling document sharing, document & file management, Intranet portals, social networks, extranets, websites and more.

Lync provides audio and video calls, Lync Meetings, availability information, and sharing capabilities all from one, easy-to-use program.

OneDrive is your personal storage in the cloud accessible from wherever there is Internet access available. OneDrive is a personal library intended for storing and organizing your class or work documents.

I encourage you to visit the Information Services and Technology website as we have updated the site with a fresh look and new and updated content. You can find it at:

[www.csuohio.edu/ist/](http://www.csuohio.edu/ist/).

Here you will find useful information regarding the technology services that are available to you on campus such as computer labs, available software, purchasing PCs and more.

There you will also find helpful solutions to common PC problems through the IS&T Knowledge Base, a searchable knowledge base that is available to you. If your problem isn't covered, you have the option to submit a question that we will research and provide an answer.

Our goal is to provide you a reliable and secure computing environment so if you have questions or concerns regarding technology here on campus and don't know where to direct them, send them to [Askcio@csuohio.edu](mailto:Askcio@csuohio.edu). I will reply.

May your academic year be a successful one.

Bill Wilson  
Chief Information Officer  
Cleveland State University

## Speed Up Your Android or IOS Device

by Morgan Harris

Is your Android device holding you up? Is your iPhone, iPad slowing you down? The problem could be as simple as this: you may have too many apps open on your device. Closing an app does not stop it from running. It's there in the background using energy. It could even be using chunks of your data plan. To create more memory and save on your energy consumption, you may want to close your apps.

### Android Devices

There are several ways to close apps on an Android device including adding a management app from Google Play. This may be the most efficient way to keep track of what's going on. Without the app, your Android device will likely have a process similar to this:

1. Open Settings
2. Tap on Applications Manager
3. Tap on a program name
4. Tap on Force stop

### IOS 7 & 8 Devices

1. Double-click the Home button
2. Swipe left or right until you have located the app you wish to close
3. Swipe the app's preview up to close it

### More Info

<https://support.google.com/android>

<http://support.apple.com/kb/ht5137>

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## Try Using Easy Service

by Bill Shepard

Have you tried using the new incident management system from IS&T? Like the name says, it's Easy. Although contacting the IS&T Help Desk at **x5050** or **help.desk@csuohio.edu** is still available, the staff in the help desk are busy all day handling walk-in traffic, processing emails and phone messages and providing real-time support. With **Easy**, you bypass this process and move your incident directly into a work queue to be processed in a prioritized sequence.



### Here's how:

- Login at [easy.csuohio.edu](http://easy.csuohio.edu)
- Click the **Easy** button
- Click **Create a New Incident**
- Verify your contact info and add **alternate contact info**
- Select a **short description**
- Describe your **issue in detail**
- Click **Submit**

### Why do it yourself?

- Set a priority based on the impact to you
- Review all of your open incidents
- View updates or communications about your incident
- Communicate additional information to IS&T

Full instructions are in the **Quick Links** section of the Easy Service page.

Let's get started, just click on the Easy button!

## Try Using Easy Service

By Dan Mortimer

We listened to you. In a survey conducted by IS&T last spring term, over 1,000 students gave us their feedback and suggestions on things we could improve in our General Computer labs, which have resulted in several upgrades to the functionality of the labs.

A second, wide-capacity color plotter has been installed in the Fenn Hall (formerly Stillwell Hall) computer lab. This plotter is capable of producing wider printouts than the plotter in the Urban 39/40 lab. Charges for printing on the plotters are the same for either lab, one dollar per linear foot of printing; black & white or color, regardless of width.

Due to feedback from frustrated students who've made a quick stop at a computer lab to print something on the way to class, only to find all the PCs in use, we have designated one PC in each lab as a "short use – quick print" station, with a sign above it to let everyone know use of that PC is limited to five minutes per session and is intended only for printing. All other

activity such as research and document writing is to be done on the other computers in the labs. We located these quick print stations close to the lab monitors so they can ensure students honor this time limit.

A number of students were unaware that each of our labs has a scanner available for their use at no charge, so we have also posted a sign by each scanner to inform or remind students of its availability.

Several years ago we replaced most PCs in the labs with "thin client" units which functioned as computers but "behind the scenes" they were very different from regular PCs. They were fed from a centralized "master computer" that provided whatever applications were needed by the student. In theory this permits quicker updating of systems because only the master computer needed to be updated and those updates were automatically available on the thin clients in all of the labs. In practice however, we encountered complicating issues unique

to this sort of deployment which restricted their usefulness, to the detriment of the students in the labs. Therefore, we are in the process of replacing all thin client units with traditional, tried and true PCs. To the average student, this change will be transparent because the "device" they use will still provide the computing support they need and expect. We do anticipate, however, fewer problems with devices being unavailable or performing in a degraded mode. So far, over 132 thin clients have been replaced, and the rest are scheduled to be replaced later this year. In addition, we've upgraded 15 of our Apple computers to the new iMacs.

We have also added more lab monitors and enhanced their training to make them more helpful to the students in the labs. A list of the services available from the lab monitors can be found under the Student Services section on the IS&T web site:

[www.csuohio.edu/ist](http://www.csuohio.edu/ist)



## Student Computer Lab Web Pages

The IS&T web pages have been modified to include a separate page for each lab, listing the room number, equipment and software to be found there, hours of operation, and a photo of the lab. A list of labs is available at:

- <http://www.csuohio.edu/computer-labs/computer-labs>

Also available on the web page is an explanation of the free printing provided to all students and the procedure for purchasing printing beyond the 2,000 (b&w) page allocation provided each semester.

This information can be found at:

- <http://www.csuohio.edu/computer-labs/lab-printing>

CSU now offers a free application to help recover lost or stolen laptop computers. Details about this can be found at:

- <http://www.csuohio.edu/computer-labs/personal-laptop-protection>



Back issues available online at <http://www.csuohio.edu/ist/>