Campus Technology

News from Cleveland State University Information Services & Technology

Fall 2015

Easy just got Easier

by Bill Shepard

You can help us speed up our service delivery to you, here is how.

Would you like to get faster service? Do you wait in someone's inbox or voice mail box for a response or call back? There is an easy way to get faster service and get right into a working queue of staff that is here to help you directly.

It is frustrating to us and I'm sure the end user, when someone thinks they will get faster service by sending an email or leaving a voicemail for someone, when in fact, the fastest way is to open a ticket in Easy.
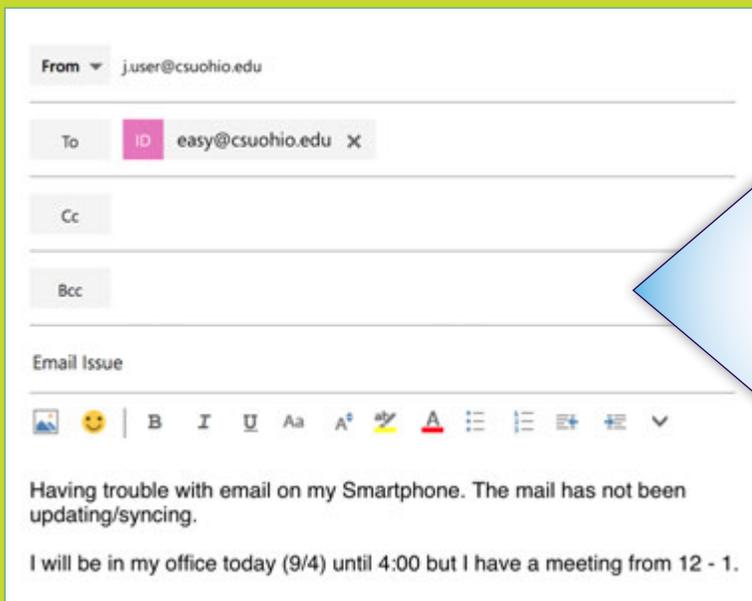
You don't have to log in. Just send an email to easy@csuohio.edu. Make the subject line read as one of the listed issues, describe your

Computer Issue	Email Issue
Network Issue	Password Issue
PeopleSoft Issue	Training Issue
Software Issue	Telephone Issue
Content Management Issue	Server Issue

problem in the body of the email and click send. Your ticket is placed directly in a working queue and in line to be serviced.

Create your Easy Help ticket as quickly as you can type an email

From ▼ j.user@csuohio.edu

To   ID   easy@csuohio.edu ✕

Cc

Bcc

Email Issue

Having trouble with email on my Smartphone. The mail has not been updating/syncing.

I will be in my office today (9/4) until 4:00 but I have a meeting from 12 - 1.

Let's look at an actual production test. Below is an email sent from Engage365 to Easy, timestamped 12:23.

A NOTE FROM THE CIO

Welcome to the start of a new year!

Over the summer, IS&T in conjunction with the Michael Schwartz Library, have worked to open a second Mobile Campus location on the first floor of the Library. Similar to the Student Center location, this new site offers students the opportunity to borrow laptops and calculators.

With the closing of the IS&T general computer lab located in Fenn Hall, plans were developed to expand the number of available computers on the first floor of the Library. The work to make this happen will take place during the fall semester and will be available to students starting spring semester.

Just a reminder to everyone that the Office suite of products is available at no cost to all currently active students, faculty and staff to install on up to five personal devices.

During the summer Xerox replaced all of the copier/print devices across campus fulfilling the technology refresh condition of the contract with the University.

Students – if you need assistance in setting up wireless or getting to your Engage365 email account, just stop up to the 11th floor of Rhodes Tower and someone will help you.

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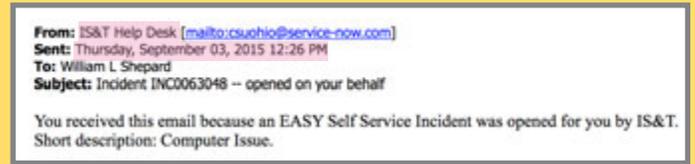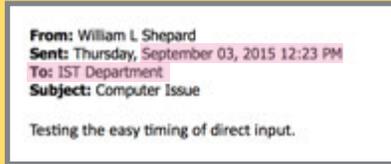
Our goal is to provide you a reliable and secure computing environment so if you have questions or concerns regarding technology here on campus and don't know where to direct them, send them to Askcio@csuohio.edu. I will reply.

May your academic year be a successful one.

Bill Wilson
Chief Information Officer
Cleveland State University

Easy just got Easier ~ cont.

The right-hand graphic shows a confirmation response was sent back at 12:26. That is 3 minutes from **Send** to **Confirm**. More importantly, this ticket now sits in a working queue where staff constantly monitors for work assignments. No more waiting for a voice mail to be returned, or an emailed answered.

From: William L Shepard
Sent: Thursday, September 03, 2015 12:23 PM
To: IST Department
Subject: Computer Issue

Testing the easy timing of direct input.

From: IS&T Help Desk [mailto:csuohio@service-now.com]
Sent: Thursday, September 03, 2015 12:26 PM
To: William L Shepard
Subject: Incident INC0063048 -- opened on your behalf

You received this email because an EASY Self Service Incident was opened for you by IS&T. Short description: Computer Issue.

Try it and see for yourself how Easy it is to open your own ticket!

Of course, all of the other methods still work: call x5050, email help.desk@csuohio.edu, or point your browser to easy.csuohio.edu and open your own ticket in the Self Service screen.

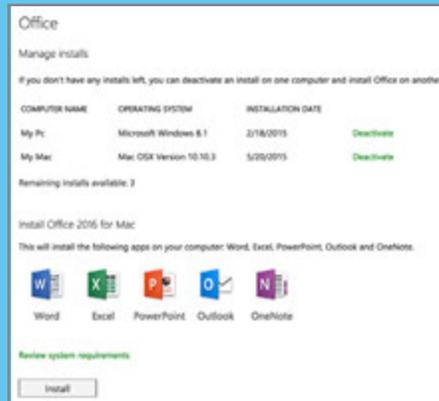## OFFICE 2016 IS HERE FOR MAC USERS' HOME USE!

by Morgan Harris

Finally, Microsoft has revamped the long over-due Office for Mac suite. After years of countless attempts to keep up with Windows users – with their new polished interface, settings, and OneDrive saving – Microsoft has announced a new suite for the Mac that is similar to the Windows version of the software.

If you own a Mac computer and are currently enrolled in the University or are employed by the University, you qualify for *5 free downloads* of Microsoft Office 2016 for Mac. Microsoft Office 2016 remains free while you are either a student attending the University or are employed by CSU. After you graduate or

leave CSU the license will expire for the 5 free installations.

Downloading the software is simple. Sign into your engage365.csuohio.edu email by using your CSU ID number and Campusnet password. Click on the gear icon in the upper right hand corner and choose "Office 365 Settings" from the drop down menu. Select "Software" and click "Install". Open the download and follow the on screen prompts to get started!

Also, users can download the Office suite for free for their tablet and mobile devices via App Store or GooglePlay. Be sure to use Wifi for this type of download. Microsoft Word is a whopping 100 MB download!

For home use only. Please call x5050 to upgrade your University-owned computer.

FREE computer assistance service for STUDENTS

VISIT US
Rhodes Tower 1106
Mon-Fri, 8am-5pm

Free computer assistance service for student owned PCs, Macs, & Laptop Computers.

- System & disk cleanup advice
- Install anti-virus software
- Virus removal advice
- Wireless access setup
- Technical assistance

Present a valid CSU ID for service. Due to warranty & liability restrictions, we cannot perform physical repairs or hardware installation/replacement to any PC, Mac, or Laptop.

New desktop and laptop models now available

by Bill Shepard

First the good news: IS&T is always attempting to keep our lines of desktop, laptops and tablets current and offer the latest in technology to our user community. We listened as people asked us about models not yet in our catalog of offerings and worked through the summer to investigate and incorporate new models into our line.

We have added several new lines to our selection of Desktops and Laptops. The normal standard PCs that we have used for years are still available but we have exciting new products this year.

We have added three (3) Microsoft Surface Tablets to our line starting at a base level and growing to a research level product. These tablets are so versatile, that with the proper accessories, they can serve as your laptop, desktop and tablet computer all in one, which makes this a very cost effective purchase.

We have also added new research level desktops. **We now have the following research machines**:

- Z230 1tb hard drive, 4gb Ram, 1gb graphics card.
- Z230 MT with a 2tb hard drive, 16gb of Ram and a 4gb graphics card.
- Z640 with 1tb hard drive, 8gb of Ram and a 4gb graphics card.
- Z440 with 256 gb Solid State Drive, 8gb of Ram and an integrated graphics card.

We offer two different convertible models, (serves as laptop or tablet) which are:

- 810 Convertible with 128 gb hard drive, 4 gb Ram and an 11 inch screen
- X2-1011 Convertible with 180 gb Solid State Disk, 8 gb Ram

and an 11 inch screen

Finally, our most exciting changes are the introduction of the HP Folio. These units use a new processor design from Intel and are so efficient the device no longer requires an internal fan, reducing the overall weight. We have two model offerings:

- 1020 Folio Economical version with 180 gb Solid State Drive, 8 gb Ram, a 12 inch screen and a weight of about 2.5lbs
- 1020 High End version comes with 256 gb Solid State Drive, 8 gb Ram, a 12 inch screen and a weight of 2.5 lbs.

You can view the specs on all of the new and standard models as well as place your order by visiting http://easy.csuohio.edu and click on the Service Catalog.

MOBILE CAMPUS SATELLITE!

by Dan Mortimer

The Michael Schwartz Library and the IS&T Mobile Campus laptop loan program are collaborating to make laptop and scientific calculators available to borrow from the Library in addition to the current Mobile Campus location on the first floor of the Student Center, beginning with the start of Fall Semester, August 24th.

The rules governing Mobile Campus will apply to the satellite location as well – five hour laptop loans, overnight calculator loans, renewals are permitted but must be done in person, and once-per-calendar-year free student registration in the program will enable loans from either location. To avoid confusion, devices must be returned to the location from which they are borrowed. For now, iPads will continue to be loaned from the Student Center location but not from the Library unless enough student requests appear to justify purchasing additional iPads.

FENN HALL COMPUTER LAB MOVING!

by Dan Mortimer

As a result of the CIS course of studies moving from the Business to Engineering College, IS&T's General Computer Lab in Fenn Hall 128 is being converted to support the CIS programs. This is a "good news – bad news" situation for CSU students.

The BAD news: Students will no longer have the fifty PCs of the FH-128 computer lab available for their use at the end of Summer Semester, August 7th.

The GOOD news: The Library Learning Commons (LLC) on the first floor of the Michael Schwartz Library in Rhodes Tower will be expanded by those fifty PCs and two printers at the end of Christmas break, 2015. This will be a welcome expansion because the hundred PCs in the LLC are often all in use, frustrating students who come to the Library expecting to use a computer. The project to relocate the Fenn Hall lab PCs to the Library is under way. It will require participation of the School's electricians and network specialists, desktop technicians, an outside furniture vendor, and coordination by the Library and IS&T teams.

The wide-capacity plotter currently in the Fenn Hall lab will be relocated to the lab in Urban-39.

SPSS LICENSES AVAILABLE

CSU has 100 concurrent licenses of SPSS for academic use at the University and a small number of individual commuter licenses for stand alone or mobile PCs. The use of these licenses is as follows:

- SPSS can only be installed on CSU owned PCs that are part of the CSUNET domain.
- All on-campus installs will be run against a license manager allowing for 100 simultaneous uses.
- Commuter licenses can be checked out for 3 days before they must be renewed
- The license includes the following modules: IBM SPSS Statistics, SPSS Advanced, SPSS Regression, IBM SPSS Statistics Base

We also have 100 concurrent licenses for IBM SPSS Amos.

Contact your college technical staff or the Help Desk at x5050 to arrange the install.

Installing a SPSS commuter license:

Please note: To use SPSS off campus, you must bring your laptop to CSU, plug in to an ethernet port (do not use a wireless connection), have the software installed, and log in to register the license while still connected via ethernet. You may then take the laptop home and use SPSS for 7 days.

1. Click on the Start Menu > Programs and open the folder named IBM SPSS Statistics.
2. Select the IBM SPSS Statistics xx Commuter License.
3. In the Commuter Utility window, select the version of IBM SPSS Statistics installed on the laptop.
4. Enter the number of days that you need the license for in the Duration box (Maximum of 7).
5. Select the Check Out button. A red check mark will appear next to your selection.
6. Exit to close the window.

When the 7-day license expires, SPSS will no longer run and you will need to renew the license. If done with SPSS before the license expires, please *Check In* the license using the steps above.

For more information about SPSS and this process, please read these Easy Knowledge Base articles:

- *KB0010650: How to Install an SPSS Commuter License*
- *KB0010226: How to obtain SAS and/or SPSS Statistical Software*

Visit http://easy.csuohio.edu and click on Knowledge Base in the left-hand menu. Use the search bar to search for the articles by their numbers or by the category SPSS.

Students: In a hurry to find an open PC? Let your Smartphone help!

by Bill Shepard

We realize college students are in a hurry, trying to get to class, get something printed, find an open computer, etc.

We are using a product that manages usage in our labs and can now present an interactive map to our students who are looking for an open computer on campus.

You can view it online at: http://bit.ly/1Mcjt8b where you will see a drop down to allow you to see each lab. This interactive map refreshes itself every 60 seconds. Stations marked in Green are open; those marked in Red are in use.

Use this feature on your Smartphone by saving this link: http://bit.ly/1Mcjt8b. Use the drop down box to choose a lab location.

Check out the IS&T webpages (csuohio.edu/ist) under Student Services for more info on each of our labs including the new Laptop Loan location on the first floor of the Library.

Information Services and Technology

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