# COMING SOON: A New Mobile App for CampusNet

The technological expectations of students, faculty, and higher education constituents are more demanding today than they were even 5 years ago.

In order to meet constituent demand, Cleveland State University has contracted with HighPoint Technology Solutions, Inc. to create a CampusNet-like mobile interface to our student information system.

HighPoint Technology Solutions, Inc. is a leader in mobile solutions for Oracle PeopleSoft products and has enabled more than 70 colleges and universities to complete their mobile strategy by allowing students, faculty, and staff to access essential campus information on their mobile devices.

HighPoint Mobile Campus Solutions is a dynamic and feature-rich mobile solution. It uses PeopleSoft's self-service student, faculty, and advisor features to provide a lightweight, easy way to navigate the Campus Solutions application. The application can be used with smart phones and mobile devices such as iPhones, iPads, Android, and Blackberry phones, and other tablets and mobile devices. The mobile application can be customized and connected to many other providers to allow users to stay connected to CSU.
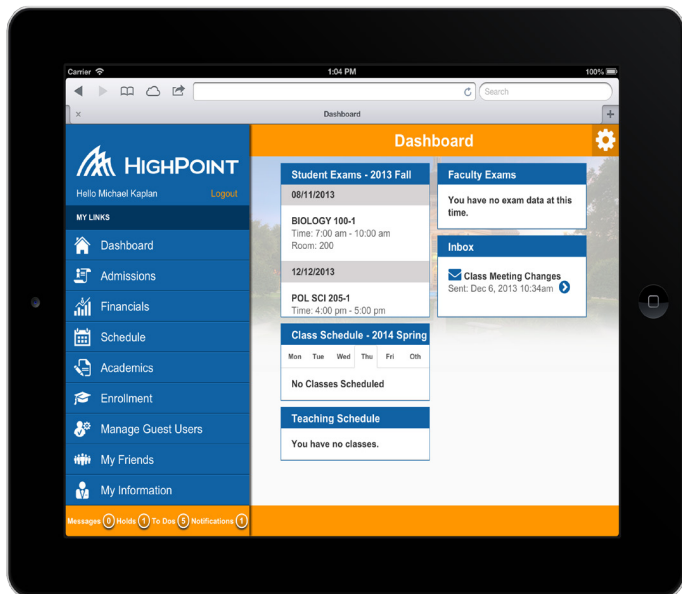
Phase One of the mobile application launch will include:

» Class Search
» Enrollment
» Student Account, including the ability to make payments

New IS&T Online Service Request Catalog

by Bill Shepard

Easy Service, IS&T's new ticketing system (easy.csuohio.edu) is expanding to provide you with better service, more quickly than ever before. This is the same system you currently use to report problems to the IS&T Help Desk but besides problems, sometimes people just want to request a defined service.

Delays in servicing our customers are often caused by receiving incomplete information for the request, necessitating several phone calls or emails in an attempt to collect the proper information so the request can be completed. Using the catalog will require the user to supply all data so we can fulfill your request without delays.

Speech-enabled Directory Service

by CSU Telecom

Forgot the phone number? CSU is closed? Not a problem!

Speech-enabled directory service is now available through the CSU telephone system, benefiting hands-free callers and assisting with call processing after regular business hours.

Callers reaching the CSU main number, 687-2000, will be prompted to enter or speak their choice for assistance.

Choosing...

1. Prompts the caller to say a department name to be reached.
2. Prompts the caller to say a person's name, or press # to reach a dial-by-name directory.
3. Plays a status announcement for University closing due to inclement weather or other situation.

If the system does not recognize the entry, or the caller waits for assistance, a University Operator will answer the call and provide assistance during regular business hours. After hours, callers use the dial by name directory. The self-service speech recognition menus and dial-by-name directory are available 24 hours per day.

PROJECT 60

There has been confusion recently as to what entitlements are provided to Project 60 students. To better serve our entire student body, IS&T did some research to find that Project 60 students are counted in our official student counts reported by Institutional Research.

IS&T in all cases of granting entitlements to software must be consistent with our signed license agreements with software vendors. The decision to offer services in many cases is restricted by those license agreements.

However, since Project 60 students are counted in our official reporting, IS&T can grant access to Project 60 students for the following services:

Access to General Computer Labs
- Access to Mobile Campus to borrow laptops, tablets and calculators

Access to Office 2013 Pro.
- Office 2013 Pro is downloadable to multiple devices including desktops/laptops, tablet and mobile devices. It includes online and client access to Word, Excel, Access, and PowerPoint and online access to MS Project.

Access to SharePoint including Link, Newsfeed, Sites and OneDrive.
- OneDrive provides students with a 1 TB cloud drive for all file storage.

The above services are provided as long as any student remains actively enrolled in classes.

SciQuest coming to CSU!

by Miro Humer

For many years, the University has been striving for a more strategic purchasing operation along with cost control through use of established vendor contracts. Our current purchasing procedure is a paper-based system that features manual entry of purchase orders into Peoplesoft. Members of our Accounts Payable office must then manually enter the information for vendor payment. This results in repeated effort of data entry/handwritten information for each purchase. Furthermore, purchase authorization is done manually by routing paper forms across campus. Even with all the personal attention to the process, detailed purchase tracking is not available.

During the Fall of 2015,

sciQuest

SOLUTIONS

Cleveland State will begin implementing SciQuest, a cloud-based system – fully integrated with our Peoplesoft financial system – promising significant cost savings and process improvements.

In use by nine Ohio universities and the state of Ohio, SciQuest offers electronic catalog purchasing for 30 of our top vendors in an Amazon-like style. It allows for a customized workflow system for electronic approval and notification. Each requisition and PO is tracked and detailed reporting is available. Other Ohio universities using SciQuest have realized savings in excess of the purchase cost within the first year of use.

Easy Service ~ continued

Try It! Go to **easy.csuohio.edu** and click on Service Catalog. There you will see the Easy button (used to report an issue with your PC or ask a question of the Knowledgebase). You will see additional boxes on the screen to request the following services:

Share Drive Requests	Data custodians can click this box to create a request to add people to the disk share of Vike, increase space on any part of the share drive, or remove access for former employees.
Computers/ Monitors	Within this service request you can place an order for one or 100 PCs laptops or monitors. You will have a cart that you can add items to, edit the cart to remove or change an order quantity, and when your order is complete, you can submit it just like shopping at your favorite Internet site. You can even customize your order by adding additional RAM, a Solid State Drive (SSD), or many other options. Your order will be reviewed and placed promptly eliminating time waiting for your request to be entered into our ordering system.
MACD Requests	MACD (Move, Add, Change, Delete), is the information you need to provide anytime you would like to change a Managed Print Services printer. You may request us to move a printer to a different location, add a printer into our program, delete a printer, or simply change out the model of an existing printer. Please keep in mind all MACD requests are reviewed by Xerox prior to authorization.
IP Requests	Many people on campus need to have access to sensitive data, and therefore require a Static IP address. A static IP address is tied directly between the computer and the network port and does not change when the computer is rebooted, unlike non-static addresses that change with each login. When a computer is assigned a Static IP address, moving the computer to a different network location also requires the Static IP to be reassigned. Using this service request, you can provide IS&T all of the required information and the date the move is to take place, so you can connect via your new Static IP as soon as possible.

FREE computer assistance service for STUDENTS

FREE COMPUTER ASSISTANCE SERVICE FOR STUDENT OWNED PCS, MACS, AND LAPTOP COMPUTERS.

🔧 **System & disk cleanup** 🛡 **Anti-spyware**
🐛 **Anti-virus software** ⬇ **Install software**
👥 **Advice for self-help virus removal**

Student must present a valid CSU ID before service can be provided. Due to warranty and liability restrictions, we cannot perform physical repairs or hardware installation/ replacement to any PC, Mac, or Laptop.

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

How can a free soda be a bad thing?

By Morgan Harris

Did you know, if you pay using your credit card at a vending machine, that the person next in line can get a free soda paid by you?

Yes, you can become a victim of extra charges on your credit card if you simply choose to walk away without concluding your purchase.

Your credit card is still active during your session, so it is important to end your transaction on the card reader to ensure security.

You will see an end or complete button that will conclude your transaction. Follow this simple step to securely end your vending transaction.
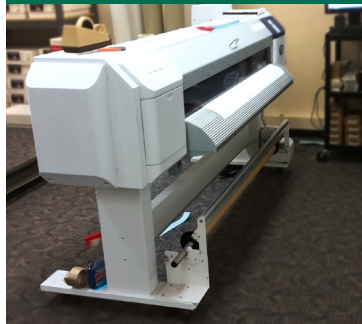
Take Your Printing Jobs Up a Notch

by Gail Lill

The Printing & Duplicating Department has four digital printing presses for high quality production for postcards, hotcards, invitations, fliers, brochures and newsletters.

Our Services

* Three digital presses specifically to print envelopes.

* Two large format printers – print on paper, vinyl and canvas

* Canvas prints can be wrapped on frame stretchers for a professional, finished look

* A variety of binding including Perfect Binding – a complete wrap around cover for special jobs

* New finishing equipment for a professional finish to printed pieces.

For more information, please visit http://www.csuohio.edu/ist and click on Printing and Duplicating.

Thin Is In...NOT!

By Dan Mortimer

The IS&T general computer labs across campus provide several hundred computers – PCs and iMacs - to students for academic and personal use.

A few years ago, CSU adopted a new technology for the PCs. In simple terms, what appeared to be PCs were essentially monitors and keyboards, known as "Thin Clients", connected to a much larger "central computer", or server. This server could simultaneously provide full computing support to hundreds of thin clients – use of the entire Microsoft Office suite of applications, internet access, and other programs as well. Since all of the processing was done by the server, updates and other system changes were much quicker to accomplish because they only required updating the

server rather than each individual PC in the labs.

This technology is excellent in a traditional office environment where people come to work, log onto their computer once, and use it all day until they log off at the end of the day. However, it bogs down in computer lab environments where people are continually logging on and off the computers throughout the day.

At the end of each session, some system cleanup processing occurs and historical data of the completed session is saved. The large number of sessions being processed throughout the day by each thin client caused performance problems not experienced in traditional office settings.

After exhaustive efforts to adapt Thin Client technology to our computer lab environment, we decided the hoped-for benefits were simply not achievable, and we were addressing problems that typical office environments never encountered. To

provide the best computing support possible for our students, we have "pulled the plug" on the entire Thin

Client project and replaced all those units with traditional, high-end H/P personal computers. The improvement in reliability and performance is already evident through student success using the lab PCs.

Bigger is Better...Right On!!

On a related note, we have ordered over 200 large, 22-inch screen computer monitors to replace the small screens of all lab computers. These monitors will be much easier for students to use, both for academic and recreational applications. They are being replaced as quickly as they are received from the manufacturer, and all the small screens will be gone before the end of this semester.

Cleveland State University
Information Services and Technology

Learn about IT
Plan now to register for
Up & Running with OneDrive
This 1-hour course will allow you to get the most benefit from the FREE terebyte of cloud storage you now have! Visit **http://www.csuohio.edu/tech-training** to register.

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

CSU is an Affirmative Action/Equal Opportunity Institution