IT News
INFORMATION TECHNOLOGY
@ WILLIAM PATERSON UNIVERSITY

Spring, 2017

Summer 2017 in the CTLT

Center for Teaching & Learning with
Technology—Cheng Library 120k

May 15-18
***Blended Learning Boot Camp:
Pedagogy Intensive Training on
Teaching Blended Courses***

The Blended Learning Boot Camp is
an introductory workshop for first-
time blended learning course in-
structors intended to help faculty
prepare a blended learning course. A blended learning course takes a
new approach of transferring the traditional classroom session into a
mix of pedagogically appropriate classroom and online learning ac-
tivities consistent with the objectives of the course. In the Blended
Learning Boot Camp, faculty will explore, actively exchange and ap-
ply knowledge and ideas concerning blended learning course design
and pedagogy. In this workshop, faculty will develop a course de-
signed for blended learning.

July 17-21
Online Pedagogy Institute: Topics and Learning Objectives

The Online Pedagogy Institute is an introductory workshop for first-
time online instructors. It is intended to equip them with online
teaching strategies and to prepare them for teaching online courses
with confidence. In this newly designed five-day, totally online work-
shop, instructors will be encouraged to explore, share and apply
knowledge and ideas regarding the pedagogical issues of online
teaching. As a result, participants will begin to understand some of
fundamental aspects of teaching online including ice breaking ideas
to personalize the learning experience by offering an opportunity for
instructors and students to introduce themselves to each other, facil-
itating online discussions,
and in the online environ-
ment.

***To register, contact Tony Krucinski
973-720-2659
krucinskit@wpunj.edu***

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Call the Helpdesk at
973-720-4357
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www.wpunj.edu/helpdesk

Find instructions on creating a support
request ticket by going to
www.wpunj.edu/itwiki
and searching for
"Web Help Desk".

New IT Staff: Please Welcome

Gamin Bartle—IRT

IRT Director

Gamin Bartle joined William Paterson University on April 24, 2017 as Director of Instruction & Research Technology.

Dr. Bartle's previous position was Senior Director of Instructional Technology and User Services at Drew University. She has worked in the field of Instructional Technology since 1996, and worked at Drew University since 2005. Previous to this, Dr. Bartle worked with Language Learning Technologies at the University of Virginia and the University of Alabama (Birmingham and Tuscaloosa).

As Director of Instruction and Research Technology at William Paterson, Dr. Bartle will lead and manage the Center for Teaching and Learning with Technology, Media Services, and Broadcast Production and Support Services including broadcast and interactive facilities to support video and teleconferencing. In addition she will serves as the chairperson for the Technology Advisory and Learning Spaces committees and represent Information Technology on the Faculty Senate Technology Council.

Dr. Bartle received her Ph.D. and M.A. in German Language and Literature from the University of Virginia and her B.A. in German from the College of William and Mary.

Caleb Rumley—User Services

Field Support Technician

Information Technology is pleased to announce that Caleb Rumley joined the User Services group as a Field Support technician on February 6th 2017. He has worked in the William Paterson University Help Desk for over six years as a part time and student employee. During his time as a Technical Assistant and a CRP employee, Caleb helped to resolve technical issues, deliver computers, manage backups, and restore data.

Caleb graduated from William Paterson University in 2014 with a Bachelor's in Music Education and Jazz Studies. In 2016 he received a Master's in Music in Jazz Composition, also from William Paterson University. Caleb's background in music education helps him find creative solutions to everyday problems. In addition to helping the Field Support team resolve tickets, Caleb is the manager of the Technology Consultant and Technology Assistant programs. These two programs employ approximately 40 William Paterson University students within the IT department. The TCs and TAs help resolve computer issues on campus and educate the user base when we make changes to the IT infrastructure. In addition, they provide a personal touch to the IT department when they meet, greet, and assist faculty and staff. Caleb hopes to improve the TC and TA programs by strengthening their technical skills, creating a culture of respect and accountability, and encouraging students to take on risks and challenges.

Information Technology Organizational Changes

Brian Fanning
Director of User Services

Joseph Alaya
Associate Director of Enterprise Information Systems

Brian Fanning, formerly Associate Director of Enterprise Information Systems (EIS) has been promoted to the position of Director of User Services.
Joe Alaya was appointed to the Associate Director of EIS position held by Brian Fanning.
Gamin Bartle joined WPU as Director of Instruction and Research Technology, and Caleb Rumley replaced Radha Ravichandran as a User Support Specialist. Radha has remained with WP as a Professional Services Specialist in the Cheng Library. The revised Information Technology Organizational Chart is available at: www.wpunj.edu/it/about/organizational-chart.html.

Brian Fanning

Joseph Alaya

Electronic Media Lending Moving to Cheng Library Reserve Desk

The Cheng Library Reserve Desk will be assuming the responsibility for electronic media lending, a service that was provided by Media Services. Media Services will still handle the distribution of electronic devices. The distribution of laptop computers will be eliminated, as the lack of demand no longer warrants providing the service.

Consolidation of User Services at the Media Services Desk

User Services in the Cheng Library will be consolidated to one location at the Media Services desk. The ERC desk will no longer be staffed by User Services personnel. Having the technical personnel in one location should improve service and assure more consistent staffing.

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Find instructions on creating a support request ticket by going to www.wpunj.edu/itwiki and searching for "Web Help Desk".

ITWiki
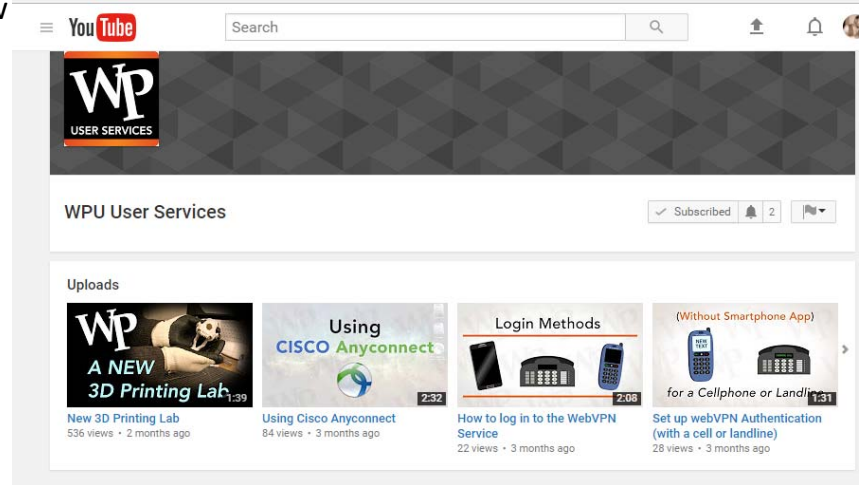Information and instructions for all IT Services are available 24/7 at:

www.wpunj.edu/itwiki

IT User Services YouTube Channel
Tech Tutorial Videos Now Available

Information Technology recently launched a new WPU User Services YouTube channel (www.youtube.com/channel/UCU9VNDjarNPskUCYfHhrPtg).

The channel features technology highlights and tutorials. Videos include tutorials on how to set up and login to the WPUNJ VPN (youtu.be/pgrzRIQ9874), a tour of the new 3D Print Lab in the Cheng Library (youtu.be/pSA8wJGwqpM), and the 25Live Room Scheduling system (youtu.be/hQnJR54do0c).
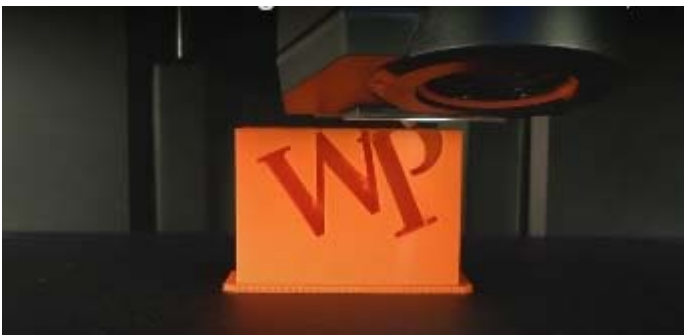

The ITwiki includes links for other campus YouTube channels; go to www.wpunj.edu/itwiki and search for "YouTube".

If you have comments, questions, or suggestions for future video topics, please contact Brian Fanning at fanningb@wpunj.edu or 973-720-2421.

Design, Build and Learn Lab
Up and Running in the Cheng Library Room 120B

The Design, Build and Learn Lab brings access to 3D printing and model making to William Paterson University. Located in room 120B of the Instruction and Research Technology wing of the Cheng Library, the new laboratory brings low cost 3D printing technology to the entire university community. The backbone of this space is comprised of four MakerBot Replicator+ 3D printers, capable of printing volumes up to 11.6 x 7.6 x 6.5 inches from PLA (polylactic acid) filament. Two computer workstations are available for users to model and print their own projects on available software, such as Autodesk Fusion 360 and TinkerCAD. With the ability to import STL files from other applications users can implement this technology across various classes and disciplines. Users can also capture their own real world data with two available Sense 3D scanners. Prints can be finished and refined on site at the available work bench where numerous hand tools are available for use. There is also a small table and glass board for group study and collaboration.

For more information on utilizing the Design, Build and Learn Lab for your classes or curriculum please contact Chris Weber at weberc@wpunj.edu, extension 3288.

IT Software Center

Additional Applications for WPU Employee Computers

Did you know that, in addition to the software installed on all faculty and staff computers, you can install a number of additional applications? The IT Software Center allows you to install applications through a user-friendly interface. Software Center is similar to a free app store wherein you select the applications you would like, and they are downloaded directly to your computer without the need for additional passwords, permissions, or a technician on-site. Applications available in Software Center are licensed for use by members of the University.

These are just some of the applications available for self-service installation:
- Adobe Acrobat DC Pro, Illustrator CC, and Photoshop CC
- Microsoft Office 2016, Project, and Visio
- Skype™
- SPSS 24
- VLC Media Player
- Wolfram Mathematica
- Assorted 3D Printing applications

You can find a complete software list as well as user-friendly installation instructions to get you started by going to www.wpunj.edu/itwiki and searching for "University Software".

If you would like to request an application that is not listed, or if you need help using the Software Center, please submit a Help Desk ticket at www.wpunj.edu/helpdesk.

DIY Videos: Media Services Can Help

Use Your Own Device and Get a Professional Result

Media Services is making it easier to help you create high quality videos using your own device. We tested two different pieces of gear that expand your phone's video recording capabilities. Both have proven successful with the faculty members who used them. The Swivl Cam not only holds your phone or tablet, it auto-tracks the presenter and picks up their voice with a neck worn marker device. Another success story is enhancing a traditional tripod mount by adding a phone holder, printed in the William Paterson Design, Build and Learn Lab. This was used to film a recent Living Writers Series event.

ITWiki

Information and instructions for all IT Services are available 24/7 at:

www.wpunj.edu/itwiki

WPconnect's 'My Home Use Software List'

Easy access to download and install 'home use' software available to WP employees

Information Technology recently released a new tool for easy access to download and install software available to WP employees for use on their own personal computers.

You may already be aware that WP employees can access and install many university-licensed software applications on their office computers using the Software Center (on university Windows PCs) or Managed Software Center (on university Mac OS machines.) Now, WPconnect's new My Home Use Software List application enables university faculty and staff to access several software programs licensed for use (or available for an extremely discounted price) on employees' personal computers.

To access your Home Use Software List, login to WPconnect and click on the Employees tab. Once there, click on Information Technology and then the My Home Use Software List link under Resources – or just search for Home Use in the Search box on the menu at the left. Available programs include the Adobe Creative Cloud suite, Windows 10 operating system, Microsoft Office 2016, Windows 10, Symantec Antivirus/Endpoint Protection, and other applications. For instructions go to www.wpunj.edu/itwiki and search for "Home Use Software".

If you have questions about either the Software Center/Managed Software Center or the My Home Use Software List, please contact the Helpdesk at 973-720-4357 or www.wpunj.edu/helpdesk.

IRT, Career Development and Financial Aid Collaboration

Providing Online Access to Work Study Eligibility Determination

In May, Housen Maratouk, from IRT, Mary Alice Barrows, from Career Development, and Zoya Barry-Chastanet and Stacy-Ann Brown, from Financial Aid, were selected to receive a PIONEER award, having been nominated by Michael Corso, Director of Financial Aid. Each had contributed toward the creation of a webinar that will be used in determining students' eligibility for Federal Work Study program. Housen provided assistance and training in the use of Camtasia, which was used in creating and editing the webinar. Zoya and Mary-Alice took the lead in conceiving of, designing, and creating the webinar, and Stacy-Ann helped to fine-tune the presentation and related assessment.

As a result of this collaboration involving members of three separate divisions, an online alternative is now available for students who apply for Federal Work Study positions after the last in-person offering of this mandatory workshop has already taken place.

Help Information Technology Streamline Storage Costs
Use Online Document Sharing Through wpunj.edu/365

As the use of digital media evolves, maintaining the resources required to support the storage of institutional data, files, and records continues to be source of significant cost to the support of Information Technology at the university.

We need your assistance in streamlining the university's data storage to improve performance and associated costs. Here are two quick tips for how you can help:

Remove Personal Files on WP network: If you have personal multimedia files (pictures, music, videos) stored on the K: drive or your own network User Folder (U: drive,) please do take the time to remove those personal files. There are various free online storage options available to you as an individual that will not be linked to WPU such as; Google OneDrive, Microsoft 365, Dropbox. Please be aware that storing personal data on the K: or U: drives does constitute improper use of university resources (see the WPUNJ IT Appropriate Use Policy at wpunj.edu/it/policies) and has significant implications on both performance and cost of University technology equipment. If you are storing personal multimedia files on University equipment, we strongly advise moving the files to personal computer equipment or personal cloud storage. If you need help with reviewing your folders or moving/removing files, just give us a call at the number below.

Use Office 365 for 'Cloud' File Sharing/Collaboration: If you have work-related documents that you would like to share for collaboration, read about the collaboration tools available to university employees. We recommend looking at wpunj.edu/365, which provides online access to the Microsoft Office suite and includes OneDrive - online cloud storage of documents and files for easy sharing and collaboration with other members of the WPUNJ community. To access Office 365, login with your full WP email address and password. To learn more about 365 and its uses at WPUNJ, go to www.wpunj.edu/itwiki and search for "Microsoft Office 365".

We value your feedback. If you have questions, comments, or suggestions regarding Office 365, or would like assistance with reviewing your network folders, please contact the Helpdesk at 973-720-4357 or submit a Help Desk ticket at www.wpunj.edu/helpdesk.

Xerox Multi-function Device Renewal
Coming Summer 2017

Over the summer, Information Technology will be replacing the Xerox multi-function (print/copy/scan/fax) devices located within university offices with new Xerox equipment. While reducing costs to departments, the new devices will provide similar functionality to the existing devices while also expanding the ability for color printing/copying, staple, scan to home folder (U:\), as well as other features. For departments wishing to control printing access, the Uniprint system currently in use for student printing will be available for use. In the future, the expansion of the Uniprint system will allow for mobile printing and easier access to printing.

Please note, for larger printings or prints requiring specialized finishing, print requests may be submitted to WP's Print Shop using the WebCRD online ordering & print submission application.

If you have questions regarding the Xerox device renewal, please contact the Help Desk at 973-720-2597 or telecom@wpunj.edu.

25Live Event Scheduling

Need to reserve a room on campus for an event? You can find instructions for using 25Live campus space scheduling software by going to www.wpunj.edu/itwiki and searching for "25Live".

When you are ready to request a room reservation, go to 25Live Event Scheduling at (25live.collegenet.com/wpunj) Note: Chrome is the recommended browser for 25Live.

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"Web Help Desk".

BPS Event Video Recording
Request Recording Service 14 Days in Advance

Broadcast and Production Services (BPS) assists in the creative development, production, and delivery of audio and video recordings for academic and social media uses. For full information, go to www.wpunj.edu/itwiki and search for "Event Video Recording". Please note that video recording service must be requested at least 14 days in advance.

BPS Video Conferencing Service
Conduct Interviews Without Travel

William Paterson University has a wide range of multimedia equipment that will facilitate live video conferencing both on and off-campus. In addition to conducting interviews, video conferencing can be used for:
- Holding meetings at other locations and bringing workshops together
- Reaching educational experts around the world and bringing them into your classroom experience
- Conducting synchronous classes to remote sites via Presentation Training Classroom (PTC)

For more information visit www.wpunj.edu/irt/bp-service/index.html

eduroam
Use your WPU Credentials for Wireless Access Around the World

William Paterson has joined eduroam, a wireless service accessible to the international research and education community. eduroam allows students, researchers, faculty, and staff secure seamless wireless access at all participating institutions.

William Paterson Faculty/Staff can user their university credentials (using username@wpunj.edu as their username along with their WPU password) at participating institutions who provide the Eduroam SSID. Users from other universities are able to sign in on our campus via the Eduroam SSID that we broadcast. This eliminates the need for providing open wifi or supplying credentials for those who are at other participating Universities or for those participants who are attending a function here on campus.

For more information, view the "What is eduroam" video (youtu.be/qk9aljqu20A).

Using eduroam, WPU travelers gain network access at any participating institution or location. Since the home institution does the authentication, the visited institution does not need to explicitly grant access. This benefits visiting academics traveling for conferences and collaborative work, study abroad students, and other traveling students, faculty, and staff. For a map of participating US institutions visit www.eduroam.us/institutions.

Teaching with Technology Curriculum

The Teaching with Technology Curriculum is designed to help faculty integrate technology into their teaching in creative ways. Short colloquia and one-day seminars are offered throughout the academic year.

The goal of this ten-course curriculum is to promote student retention by enhancing faculty aptitude for teaching in a rapidly changing classroom environment. The curriculum focuses on:

- A sophisticated understanding of the features, educational possibilities and operations of the learning management system (Blackboard).
- How good course design – inspired by the Quality Matters program -- improves teaching and learning.
- An exploration of various teaching innovations including use of social media, free educational resources (textbooks, videos, presentations etc.), and active learning, a technique for engaging students in their own education.

Faculty who take advantage of this curriculum will be better prepared to help 21st century students gain the skills they need to complete their educations and compete successfully in the workplace.

The Center for Teaching and Learning with Technology (CTLT), located in room 120k of the Cheng Library, is focused on providing dynamic consultation in pedagogy and technology and offering instructional design and development services for faculty members at William Paterson University.

Learn more at bit.ly/wpu-tt-curriculum

IT News is published by the IT Management Team and Staff

Please direct any comments, questions, or suggestions for future articles to the IT News Editor:

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