



Grand Valley State University Information Technology



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Fall, 2007

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Welcome to Fall 2007

We are beginning a new academic year and ending a three year implementation of new software, called Banner, for Finance, Human Resources, Student and Financial Aid.

Banner Finance and Human Resources were completed over the past two years and we are pleased to announce we are in the final phases of implementing the Student system (Admissions, Financial Aid, Registration, Records, Accounts Receivables, and Degree Analysis) which will be fully functional for the beginning of Fall 2007 classes.

We recently converted millions of records from the old SIS system into Banner and continue to validate the data prior to releasing transcript information from the new system.

New Banner Student processes include:

- Electronic bills with real time information
- Online Financial Aid acceptance
- Direct Deposit for Financial Aid
- 24x7 access

Summer sessions will wrap up in the old SIS system and then be converted to Banner after the summer end of term processing is complete in mid-August.

Both self-paced and instructor-led training for faculty and advisors are available for the new Banner systems. Please go to www.gvsu.edu/it/training to sign up. Training materials can be found at www.gvsu.edu/it/banner and then select Banner Student Training Materials.

Phase II projects in Banner will include looking at ad-hoc reporting, training academic departments to run reports, student and employee web portal, online major declaration process, workflow and many more projects.

Keep up on the Banner project and additional documentation by reviewing the website at <http://www.gvsu.edu/it/banner> Questions about Banner, please send to banner@gvsu.edu.

Have a banner of a year! Please don't hesitate to contact us for assistance.

Information Technology

www.gvsu.edu/it

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Fall, 2007

IT Staff Members

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Announcing New Green General Scan Forms!

GVSU has a new general purpose scan form that is designed to work with Banner G-Numbers, 3-digit section codes, and very importantly, with Blackboard usernames. The new form facilitates uploading of test results into Blackboard.

Includes a place to write a persons full name, space for the new 3 digit section #'s, network or Blackboard Username and a unique field for every student and employee:

Grand Valley State University - General Purpose Answer Sheet

Name: _____

Username (Network/BB)										Dept Name			Course #			Section #			Exam #		
A A A A A A A A A A										A A A			1 1 1			1 1 1			1 1 1		

Multiple Use Section

M	M	D	D	Y	Y	Y	Y
I	II	III	IV	V	VI	VII	VIII
0	0	0	0	0	0	0	0

A New Multiple Use Section

G-Number

G																			
---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

A position to record the new G-Numbers

TEST FORM	A	B	C	D	E
	0	0	0	0	0

And a position to record Test Forms



The new forms are now available for purchase via IDC at #Operations@gvsu.edu (225 Manitou Hall). For pricing information, please contact Linda Raterink at 331-2035. For scanning questions or assistance, call Karen Burchard at 331-6500.

The Scanning stations are configured for both versions of the scan form, and will allow faculty to upload grades directly into Blackboard.

Note: The old forms may still be used until the supplies have diminished.

Blackboard Upgraded to 7.1

During the break between winter and spring semesters, Blackboard was upgraded to version 7.1. In addition to the features included in the upgrade, the Information Technology department has also renewed several building blocks that can be used directly with Blackboard. The biggest change faculty and students will notice in the upgrade to 7.1 is the Discussion Board. Listed below are some of the “other” new enhancements available in this upgrade:

Blackboard 7.1 Email

Good news for faculty who receive quite a bit of student email generated from Blackboard! Since the recent upgrade, every email sent via Blackboard now includes the Course ID in the subject line, making incoming email easier to manage, sort, and filter.

All mail sent from within Blackboard can now include support for HTML-formatted messages. Please note that users will not have access to the Visual Text Box Editor when composing an email, but the content may include HTML.

Visual Text Box Editor

The Visual Text Box Editor (wysiwyg) is now available to users running a supported web browser. The Visual Text Box Editor presents controls for entering and formatting text, equations, and multimedia files. The Visual Text Box Editor is compatible with the following browsers on Windows Operating Systems: Microsoft Internet Explorer 6.0+ Mozilla Firefox 1.0 Netscape 8.0

The Visual Text Box Editor will not work with older versions of these browsers. Instead, the standard options for entering text will appear.

The Visual Text Box Editor is compatible with the following browsers on Macintosh Operating Systems: Safari 2.0 Mozilla Firefox 1.0

When run on Safari, the Visual Text Box Editor Lite Version appears. The Lite Version does not include the button controls for several features because Safari does not yet support those rich-text editing features.

Spell Check

Good news! Spell Check has been added to Email, the Glossary tool and Assignment comments.

Assessments & Gradebook Enhancements for Multiple Attempts

Assessments may now be set to allow unlimited attempts or a specific number of attempts. The Gradebook displays all of the attempts. The Gradebook item is scored based on grading option: last attempt, first attempt, highest score, lowest score, or average of scores. Additionally, an Override field has been included so that the instructor can override the score independent of any attempts. Now that all attempts are visible in the Gradebook, the clearing options have been enhanced as well. The instructor may choose to clear (or delete) the last attempt, first attempt, highest attempt, lowest attempt, or all attempts within a specified date range. This action may be performed by item (for all students at once) or by user (for a specific user). Self-Assessment Options

The deployment of tests has been enhanced to permit Self-Assessment in two forms: allow the instructor and student to view the grade, or only allow the student to view the grade. In each case, the grade is not included in the final score for the student.

When deploying a test in a course, the instructor should uncheck the option called Include this test in Gradebook score calculations to allow students to take the test without affecting their overall score. Both the instructor and the student will still be able to review the results of the test. This option was previously only available through the Gradebook but is now also available in the course content area when deploying a test. The second self-assessment option, called Hide the score of this test from the Gradebook will allow the student to take the test without displaying the results to the instructor.

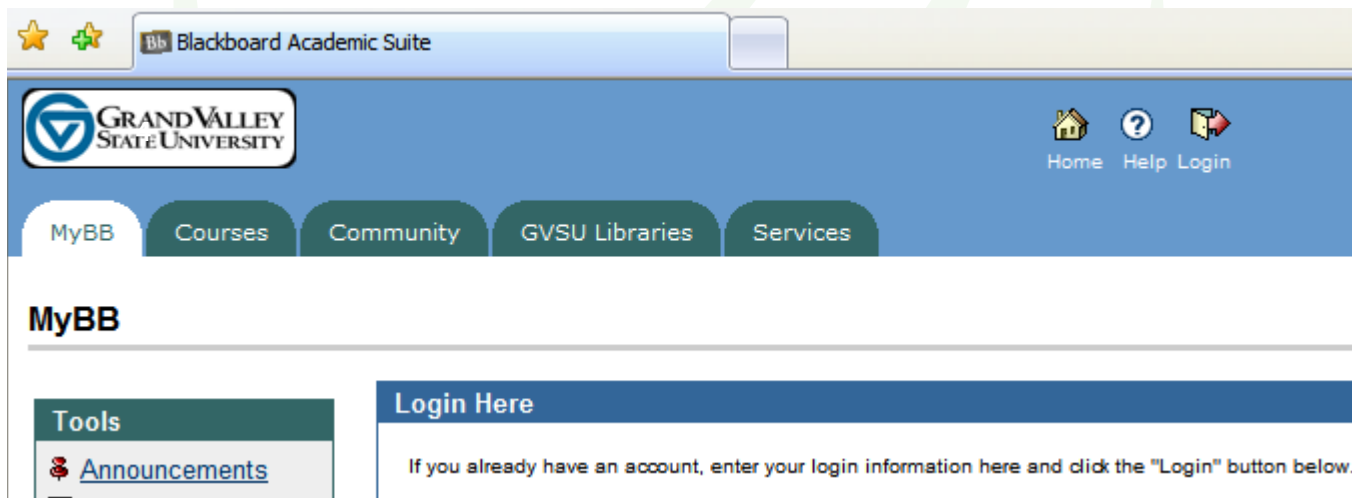
A sample mini movie can be found on this enhancement at: http://www.blackboard.com/viewlets/Bb_Assessments_.swf.htm

*there is no sound with this movie.

Extra Credit

When creating a test, questions may now be marked as extra credit only. This means that the points possible for the entire test will not include the points possible for that question. If the question is answered correctly, the question points will be added to the points correct, but if the question is answered incorrectly, there is no score penalty.

Information Technology



Blackboard 7.1 Enhances the Discussion Board!

The first thing that you will notice when you go to the discussion board in the new version of Blackboard is that it looks very different to how it has looked in the past. Most of the functionality that you're used to is still there, it just may be accessed differently. Most importantly, there are some added enhancements.

Forum Availability You have the ability to set up a Forum and choose whether it is available or not. *Note: You cannot date/time stamp the availability. Additionally, when setting up groups, enabling the discussion board automatically creates the initial group forum.

Thread Subscriptions Users will be able to subscribe to a thread, which will then send an email each time a new post is added to the thread. Note that this is only for one email address – the one that is stored in the GVSU system.

Rate Postings Instructors can enable participants to rate each other's posts. This can be useful for peer review.

Grading You can grade forums and individual threads. This feature works differently from the previous feature we had called the "Discussion Grader."

Statistics You can use the Performance Dashboard to gain statistics on the discussion board. It will display:

- Total number of posts from a member

- Date of last post
- Average Post Length
- Minimum and Maximum Post Lengths
- Average Post Position

The instructor can access a page with detail that links to all of the forums in which the user has participated and statistics for each forum.

Forum Moderation Instructors can delegate responsibility for moderating a forum. This includes the ability to force moderation – which means that when anyone submits a post, it gets queued waiting for the moderator to approve it for publication. A refused post can inform the user as to why the post was not accepted. Please note: Group Discussion Boards allow group members to create threads within the group forum.

Copy Forums You can copy a Forum elsewhere within the same course.

Lock Forums You can now "lock" a forum to prevent additional posts, but allow users to read existing threads. This feature replaces "archive" forum.

Detailed information on the Discussion Board upgrade is on the GVSU IT website: <http://www.gvsu.edu/it/bb/>. Additionally, look for Bb seminars and Brown Bag workshops that feature the discussion board.

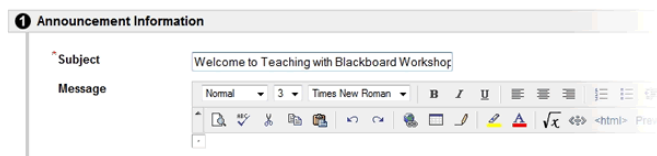
Blackboard Issues with Vista & IE 7

According to Blackboard, Windows Vista operating system has not yet been certified or established to be compatible with Blackboard. Faculty and students who are operating on Vista (IE 7) may encounter some issues.

Text Box Editor Problem

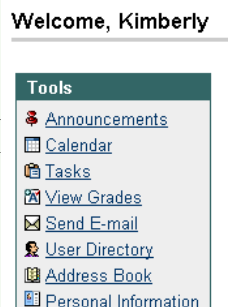
Visual text box editor used to enter announcements, descriptions for assignments, or discussion board forums/threads, does not seem to work with Internet Explorer 7 in Vista. Here's a screenshot of what you may see when trying to edit text with this editor:

Internet Explorer 7

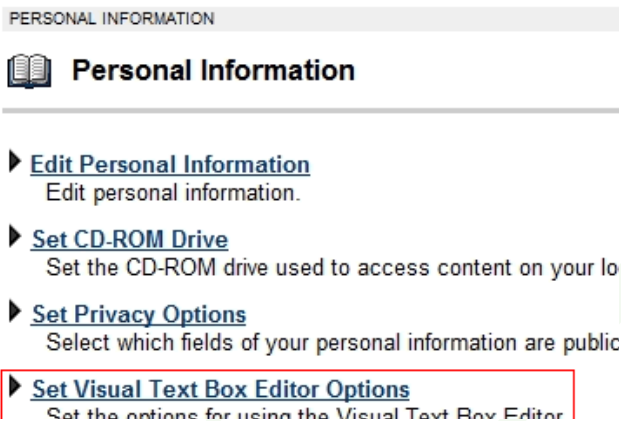


One way to fix this problem is disabling the Visual Text Editor in Personal Information Preferences under Tools Module.

1. In the login page of your Blackboard account, click on Personal Information in Tools Module.



2. Under Personal Information select Set Visual Text Box Editor Options.



3. In the next window, set Visual Text Box Availability to 'Unavailable'. This option will turn on the Simple Text Editor mode. Then select 'Submit'.

4. Then click 'OK'.

One other workaround for this problem would be to install Firefox 2.0 browser in which Text Box Editor appears to function correctly. <http://www.mozilla.com/en-US/firefox/>

Quiz or Test is freezing using IE7

Some students have have issues when using Internet Explorer 7 hat some of the ActiveX controls (such as the text editor boxe s for essay questions) are causing tests to load slowly, or freeze altogether. We advise downloading and using Mozilla Firefox instead of Internet Explorer.

Office 2007 Compatibility

At the end of 2006, Microsoft released a new version of their Windows operating system, Vista, which is a replacement for Windows XP. Currently, GVSU is not supporting Windows Vista or Internet Explorer 7 due to compatibility issues.

Many of our incoming freshmen or anyone that has recently purchased a new computer could be using Office 2007. The most heavily used office product (Microsoft Word) can especially cause difficulties when it comes time to share Word documents created in Vista.

One solution for the compatibility issue is to save Word documents in a format that is compatible with earlier versions of Word. By saving it as an earlier version, your students won't have any problems sharing documents with you and/or their peers. The instructions follow below:

1. Click the Office button
2. Click Word Options
3. Open the Save options
4. Beside Save files in this format, select Word 97-2003
5. Click OK

*Please note your students would need to follow these steps for saving their Office 2007 PowerPoint or Excel files too.

Information Technology

www.gvsu.edu/it

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Classroom Technology

Always focused on the multi-faceted technology needs of faculty and students, Grand Valley's Information Technology Department is constantly striving to improve the diverse technology resources that are available on all of GVSU's Campuses. More than 190 classrooms are now permanently equipped with a ceiling mounted LCD projection system and instructor's workstation with a built-in classroom computer, DVD/VHS VCR player and audio system. In those classrooms where permanent systems are not installed, the IT Department has a complete inventory of audio-visual equipment that is ready to be reserved and distributed for instructional use.

If you would like more information about the classroom technology resources that Grand Valley has to offer visit the IT website at <http://www.gvsu.edu/it/> and click on the "Audio Visual Equipment" link. Here you can review a complete list of the audio/visual equipment currently installed in GVSU's classrooms, place a request for A/V equipment or support and report a classroom equipment issue. It's this type of service and support that has made Grand Valley one of America's best ranked colleges.

"Remember that technology alone cannot transform education; but technology in the hands of dedicated educators who are comfortable with its potential, limitations, and use, can and do capture students' attention, trigger their imaginations, and engage them in the process of learning".

Laptop Connection Tip: In order to avoid any display issues when connecting your laptop computer to a classroom projection system be sure to turn on the LCD projector first. Second, connect your laptop using the external VGA cable/connector and finally, turn on your laptop. This will ensure that your computer image will appear on both your laptop's display and the LCD projector simultaneously.

Apple/Macintosh users may also require a special adaptor to connect their Mac laptop to the system's external VGA cable/connector. Depending on the Mac model you will need either a Mini-DVI to VGA or DVI to VGA adapter, but they're included with most Macs. Please refer to your owner's manual for more information.



Laptop Connection Tip

1. Turn on LCD projector first
2. Connect the laptop using the
VGA cable
3. Turn on your laptop



[home](#) [search](#) [apply](#) [library](#) [people finder](#) [email](#) [blackboard](#)



INFORMATION TECHNOLOGY

COMPUTING & TECHNOLOGY SUPPORT

What's New from Google?

The Google portal, iGoogle, is a great way to keep documents, dates and communication organized. From any machine used to connect to the Internet, logging into this web portal gives a person their customized workspace.

Gadgets

Gadgets are small programs that run in the iGoogle portal (or desktop) that provide the user with information (such as weather, clocks and references) and quick links to more information (Google Scholar Search, Google News and Google Calendar to name a few).

Selecting gadgets for the portal can be done easily by clicking the link in the upper right corner area to Add Stuff. Google also provides the ability to drag-and-drop the gadgets on the page so the portal can be easily customized and changes can be made very quickly.

Google Tutor

A helpful gadget to guide the user through how to use the tools provided is Google Tutor. There are links to articles on useful gadgets to increase productivity and ideas for applications that might not have been considered.

Scholar

This search feature provides users with the ability to search across disciplines and sources to provide users with research relevant to their work. This includes the ability to search sources such as books, abstracts, articles from academic publishers, peer-reviewed journals, theses, professional societies, preprint repositories, and universities.

A researcher can set their preferences for specific libraries for holdings and the libraries will be present in the links for full text searches (such as GVSU!). Searches are ranked by evaluating the full text, author, publication and how often it has been cited.

Spreadsheets and Docs

A great online resource for working documents and spreadsheets when you work between many different features. You can import existing docs, output to printer or .pdf and even share with other Google users.

Notebook

Web clipping can be great and this tool installs a Browser extension for quick clipping of part or entire pages. Opening the gadget into the full application window allows for organizing and sharing of the clipping.

Reader

Subscribe to news feeds to give you the headlines you want to read and then mark them as read.

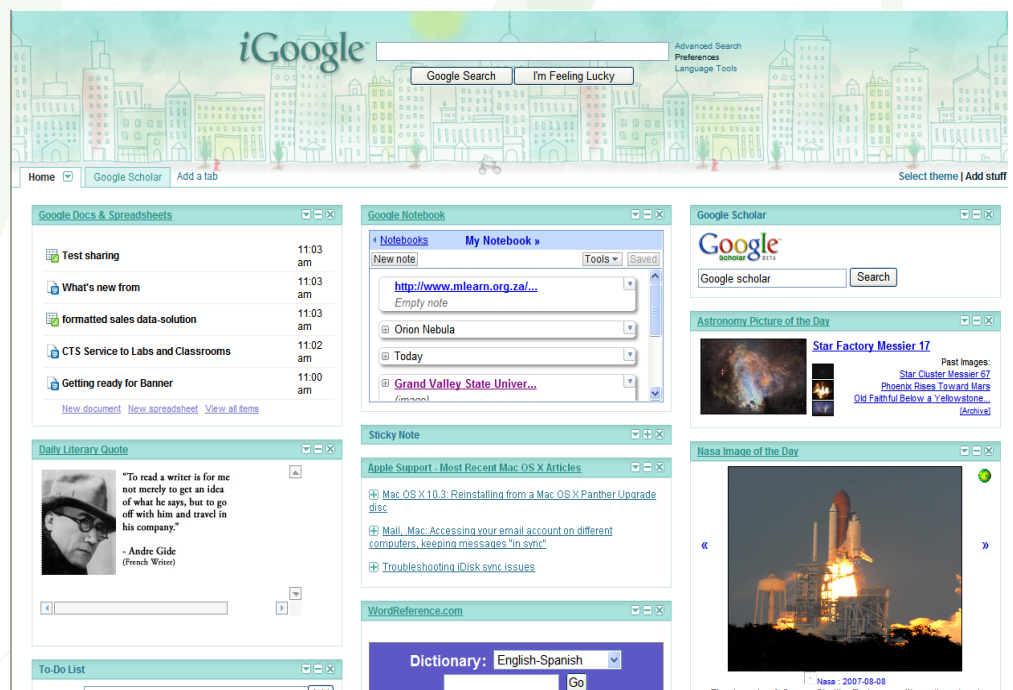
News

In the Google News, a keyword will fetch current news (and searching is what Google does best). Great for looking up a story when you caught the tail end of something from a news report or discussion.

Google Pages

A content management system (CMS) for posting that quick web page and Google allows plenty of space to manage. Good for images and announcements or links to other references and it is as easy as using a word processor!

This is a small sample of all of the helpful gadget tools that Google offers and they also have tools so you can create your own should you need something that isn't yet available.



Blackboard Building Blocks



Bb Teams is now Bb Wiki

As a result of the upgrade, Bb Teams is now a Wiki. You can find this tool within a Content Area of your Blackboard site by clicking on the drop down arrow next to the Learning Unit option.

A wiki is a page, or set of pages, that can be collaboratively edited by the instructor and by the students enrolled in the class. It is one of the few tools available which allows students to add content to a Blackboard course web site. Students can edit and add pages, images and links. A log of all changes is kept, so it is easy to keep track of a given page's editorial history, and of students' editing activity.

Detailed information on how to implement the wiki tool in your Bb site can be found on the IT website at: <http://www.gvsu.edu/it/bb/> >Blackboard 7 > Faculty Documentation > Wiki.

Be sure to look for several brown bag workshops featuring the Wiki on our IT Seminar page: <http://www.gvsu.edu/it/seminars>



Bb Journal is now Bb Blog

As a result of the upgrade, Bb Journal is now referred to as a Blog. You can find this tool within a Content Area of your Blackboard site by clicking on the drop down arrow next to the Learning Unit option. As the instructor, you can create a Blog that the entire class can use, or you can create Individual Journals that only certain students can edit. Blogs can be used to provide a private forum for students to reflect on course topics or projects. They can also be used as create collaborative writing spaces where students can give feedback to one another. They can even be used as student research logs! The possibilities for using a course journal are endless.

Detailed information on how to implement the Blog tool in your Bb site can be found on the IT website at: <http://www.gvsu.edu/it/bb/> >Blackboard 7 > Faculty Documentation > Blog. Be sure to look for several brown bag workshops featuring the Blog on our IT Seminar page: <http://www.gvsu.edu/it/seminars>

RSS

RSS Feeds

RSS stands for Really Simple Syndication. It is designed to have real-time web information sent to you on a regular basis. In other words, you don't have to go to other websites to get the information you want or need it pushed to you in an automated feed.

How do RSS Feeds Work?

Most websites have RSS feeds, so you just need a RSS reader to view them. The reader, in this case—Blackboard, will periodically gather the latest feeds from all of your designated sources and download them for viewing.

Why Use RSS Feeds to Support Teaching and Learning?

You can find RSS feeds on a variety of topics. For instance, in a world cultures class you might want students to follow news about a particular country during the entire semester. Or, maybe students need to track stocks for a few weeks. Feeds for these assignments would provide students with up-to-the-minute news and updates.

Where are RSS Feeds Found?

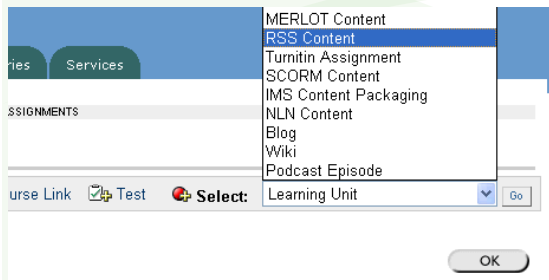
Most websites, including blogs, publish a RSS feed. News sites such as the BBC and NPR provide RSS. If you need to find a RSS feed on a particular topic, you can use sites such as Feedster (<http://www.feedster.com/>), Syndic8 (<http://www.syndic8.com/>), and Radio Community Server's "Top 100 Most-Subscribed-To RSS Feeds" (<http://radio.xmlstoragesystem.com/rcsPublic/rssHotlist>). You can also do a Google search by typing your topic and 'RSS' into the search space.

So, how do I put RSS into my Bb Course Sites?

Just follow these steps:

- Find a RSS feed you want to regular access
- Locate the XML or RSS icon
- Right-click on that icon
- Click on COPY SHORTCUT
- Open your Blackboard course site
- If using a lot of RSS feeds you might consider creating a navigation button for RSS Feeds (modify course menu in your control panel). If not, choose the area in which you wish to place the RSS link in the appropriate content area (Course documents, assignments, etc)

- Choose RSS CONTENT from the drop-down menu and click on GO



Fill in the appropriate information (see below)

1 Enter Information

Title

Feed URL

Number of Headlines

Number of Hours Cached

Open in New Window

Display in Folder

And click on SUBMIT



MERLOT is a free and open resource designed primarily for faculty and students of higher education. According to their website (<http://www.merlot.org>) MERLOT is a “continually growing catalog of online learning materials, peer reviews, learning assignments, user comments, organized by discipline into specific discipline communities and created to help faculty enhance their instruction.”

The MERLOT building block allows instructors to search MERLOT for educational and online teaching materials without leaving their Bb courses. It also allows instructors to apply their search results as embedded links in their Bb courses.

To use MERLOT in your Bb course:

1. Log into Blackboard and select a specific course.
2. Click on the course control panel.
3. Click on a Content Area (Assignments, Course Documents..etc.) in which you would like to add the MERLOT content.
4. Click on the drop-down arrow next to the Learning Unit option and select MERLOT Content and click Go.



5. In the search text box, type in your search criteria or topic. Choose the number of search results you would like to display per page and click submit.

1 Search MERLOT Content

Enter the terms to query

Search Text

Number of Results

2 Submit

6. Once your search is complete, the search results will display. To view an item, click on the “preview” link next to the title.

Title Computer Literacy - [\(Preview...\)](#)

Description: A set of web based tutorials that cover the basics. A good supplement to a computer literacy course. Has some decent GIF animations, hands-on exercises, quizzes and a straightforward design.

Author: Jan Smith

7. If you would like to add one or more MERLOT items into your Blackboard course, simply click on the check box to the left of the title and click “insert links” at the top of the page.

8. Detailed information on how to implement the MERLOT tool in your Bb site can be found on the IT website at: <http://www.gvsu.edu/it/bb/> >Blackboard 7 > Faculty Documentation > MERLOT.



This is the second year that Turnitin has been available for GVSU instructors to use via Blackboard. Instructors can access Turnitin from within your Blackboard (Bb) course site and students can submit their papers to Turnitin through your Bb course site. After student papers have been reviewed for originality, you (and your students) can view the reports from within Bb.

Detailed information on how to implement the Turnitin tool in your Bb site can be found on the IT website. Student documentation is also available and faculty are encouraged to share the documentation with their students. Look for seminars on this topic throughout the fall semester.

Information Technology



Backing up Your Data

CTS (Computing & Technology Support) recommends that all computer users regularly back up their data in order to prevent losing information in the case of a disk failure.

It is not necessary to back up your complete hard drive. CTS is able to reload the operating system and all standard GVSU software when it is needed. However, it is important that you keep all additional software you add to your machine.

A basic data backup strategy involves copying important files to a location not on your hard drive. There are many options available for backing up your data.

USB storage

USB storage devices plug into the USB port of your machine. The USB device is then assigned a drive letter by your computer. You may then save or copy your files to the USB device in the same way you would save to any other drive. A quick survey of local stores priced a 4GB USB drive for under \$70.00. It is also possible to purchase USB devices that come with password protection software in case it is lost.

External hard drives

There are also external disk drives available that have a higher storage capacity than a USB storage device drive. The procedure for backing up and retrieving files from one of these drives is much the same as the procedure for USB storage device drives. External hard drives are commonly available with storage capacities of 80 GB – 5000 GB. Many sizes are under \$100.

CD or DVD-ROM

A CD or DVD-ROM is a convenient inexpensive format for backing up data. On average, a CD can hold about 750 MB and a DVD can hold 4.5 GB. It does require that your machine has a writeable CD drive or DVD drive. For additional information visit www.gvsu.edu/it Faculty/Staff, Backup Strategies for your data

Network storage space

Information Technology provides network drive file storage to faculty, staff, and students at GVSU. All student accounts will have 500 megabytes and faculty/staff accounts have 300 megabytes of storage this year. The storage space is provided at no charge. To access the network storage, log into the GVSU network with your user ID and password. Your storage is on the N: drive. All files saved in this location can be accessed from off campus via FTP (File Transfer Protocol). The instructions on how to use FTP are on the IT web site at www.gvsu.edu/it select Faculty/Staff, FTP

Data security

Never store private data that could compromise yourself or others on any unsecured portable media. Information such as names, addresses, account numbers, passwords should always be kept in a secure location. External storage devices are at a much greater risk of being lost or stolen. Visit the IT web site for additional information.

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Customized Feedback

Feedback options were previously organized into four groups: score only, score + detailed results, all of the above + correct answers, and all of the above + detailed results, all of the above + feedback. These options have been ungrouped so that users may select any combination of the score, submitted answers, correct answers and feedback to be displayed to the student at the end of an assessment.

Enhanced Submission Reports

The submission report for assessments now includes the following user information: First Name, Last Name, Course Name, Username, Course ID, name of the Assessment, and date/time of submission. This may be used as verification by the student that they have indeed submitted the assessment. Some instructors may require students to print this as a permanent record of the activity.

Performance Dashboard This is a course tool that allows instructors to see key information and outcomes for all course users. It displays the last time users logged in, their course role, content availability by user based on Adaptive Release criteria, Review Status for content items, and a direct link to the Gradebook: User Grade List page for individual users. http://www.blackboard.com/viewlets/performance_dashboard.swf

Grade Entry in Banner

For a great document to help put grades into banner go to:

www.gvsu.edu/it/banner

Hover your mouse on Banner Student and then click on the link to Training Manuals.

GVSU: SunGard/SCT Banner Home Page	Current Status Report - Ju
System Developers Training Dates	I am pleased to announce was rolled into Banner this transferred from IDMS to E from Information Technolo added to courses and 2.86
End User Training	FAQs
Project Status Reports & Time Table	Forms - How They Compare to SIS/Web
Banner Student	Training Manuals
Banner Finance	Sign Up For Training
About Banner	
Questions, suggestions, comments?	

Computer Software Training for Faculty/Staff

www.gvsu.edu/it/training

Computing and Technology Support offered a number of spring semester workshops. We are very pleased to announce that the series had record attendance and wonderful reviews from the participants.

We are offering Blackboard seminars prior to classes starting to get our new faculty and staff up to speed on this excellent electronic learning tool. The Discussion Board segment has changed with the upgrade to BB 7 so we there will also be a seminar for faculty on this tool before classes start.

During the fall semester we will offer seminars on MS Office, Groupwise, Dreamweaver, Adobe Acrobat Writer, Working with Digital Images, PC Security and CMS. The calendar for fall semester will be posted on www.gvsu.edu/it/training.

Kim Kenward and Glenna Decker from Educational Technology will be focusing this year's brown bag workshops on the new enhancements found in Blackboard 7. These enhancements include the updated Discussion Board, Wiki, Blog and RSS Feeds. Other workshops will focus on learning units, online surveys and creative ways to "jazz up" your Blackboard sites.

Visit www.gvsu.edu/it/training to enhance your computing skills

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CTS Services to Labs and Classrooms

The Computing and Technology Support (CTS) Student Technicians are on rounds and available to assist in labs and classrooms when needed. For scheduling a visit, please call the Help Desk, 331-2101 and let them know what services you need where and when. The Student Techs can also be paged by the Help Desk and if you find yourself with a lab or classroom issue requiring immediate assistance, please call the Help Desk and they will get someone to your classroom as soon as possible. For the past few years, the rounds that the students make have proven to be very successful, so do not hesitate to use this service when needed. The scope of this service is for lab and classroom equipment and does not include office visits, which are still handled through the Help Desk.

Projector lamp replacement and some other equipment failures may need to be repaired during a longer period of time, so the sooner CTS is aware of the issues, the quicker we can schedule so the problem does not occur during your next class. For some issues, we can many times bring replacement equipment quickly.

When not on designate rounds the Student Techs are in the area of the computer labs where they are available to answer student questions, fill printers with paper and

keep the equipment in those areas working. They are well trained to answer software questions for GVSU applications like Banner, Blackboard and student email, but they are not available to be tutors. If a student has a tutoring need, they should work with their faculty to get the departmental tutoring they need.

