

President's Letter

Fred Jenny, President

The 2008 annual conference, "Academic and Administrative Technology Issues and Innovations in Higher Education," marking the 41st meeting of ASCUE, in Myrtle Beach last June 15th – 19th, was a resounding success! A wide variety of attendee presentations, roundtable discussions, and keynote presentations provided plenty of stimulation for the conferees. Our keynote presenters, Steve and J.D. Knode, gave us much food for thought and introduced us to ASCUE's new social network, [ASCUEville](#). If you haven't visited [ASCUEville](#), please do so and check it out!

The beautiful environs of Ocean Creek Resort and Myrtle Beach enhanced everyone's stay. If you were unable to join us last June, we trust that you will make every effort to be there for ASCUE's 42nd annual conference, June 14 - 18, 2009, at Ocean Creek Resort and Conference Center.

The theme for the 2009 ASCUE

annual conference will again be "Academic and Administrative Technology Issues and Innovations in Higher Education." Please mark your calendars!

The ASCUE Board met in late September to work on planning next year's conference. Your ASCUE Board is a dedicated, hard working group. It has been a pleasure working with them over the years. Using the feedback received in the conference evaluations, the Board is making every effort to integrate a number of valuable ideas and suggestions into the next conference. One new development of note is the offering of a refereed track next year. Papers submitted for consideration will be reviewed blindly, and those accepted will be featured in a separate track. For further information, please refer to the subsequent article in this newsletter.

ASCUE has maintained the same, reasonable conference fees for next year. The registration fee (which includes annual membership) will remain at \$200. The

Board decided to offer half-day pre-conference workshops only and the cost will be \$75. We are working on the details of the workshops topics, as we consider the feedback obtained from the evaluations.

We urge you to visit the [ASCUE organization web site](#) to stay in touch with up-to-date information regarding the conference. Email addresses on [www.ascue.org](#) that will be of help to you are: Janet Hurn, Program Chair for the 2009 conference: conference@ascue.org and Fred Jenny, President: president@ascue.org :

The ASCUE Board would like to encourage the membership to make greater use of our listserv. The ASCUE discussion list was established to facilitate dialogue between ASCUE members. It is a great place to ask questions and share ideas with colleagues. The discussion list will be the primary mechanism for e-mailing conference information to members.

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ASCUE >09

June 14 - 18, 2009
Ocean Creek Resort
Myrtle Beach, South Carolina
Dress is Resort Casual

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Please visit the [ASCUE web site](#) for more information.

Again, I hope you are planning to join us at the 42nd Annual ASCUE Conference, June 14th -18th, 2009. The conference program chair is Janet Hurn from Miami University -- Middletown, and soon she will be sending her announcement for the call for papers. I encourage you to consider presenting a paper or participating in a panel discussion. As you think of ideas for topics please feel free to contact Janet at conference@ascue.org or hurnje@muohio.edu. Have a great year! I'm looking forward to seeing all of you in Myrtle Beach in June 2009!

--Fred

ASCUE LISTSERVE

We have recently moved the listserve from Gettysburg College to Philadelphia Biblical University and it is now managed by website coordinator Steve Weir. Everyone who was signed up under ASCUE-L is now enrolled on the new site. Please note that you must be a subscriber/member in order to send messages to the listserve.

To send an e-mail message to the Listserve contact:

members@lists.ascue.org

For subscription or membership information please go to:

<http://listinfo.ascue.org>

Roundtable on Faculty Issues

Facilitated by George Pyo

Saint Francis formed an IT team to gather institutional information on spending to show equality between academic and administrative funding. They are a successful laptop institution. One problem has been smart classrooms – everyone has a different idea of what equipment should be in them. These classrooms also place a larger load on the computer techs. One person has been assigned directly to maintaining smart classrooms. Their major project right now is course management software – moving to Blackboard. They are also implementing a new portal. They have an LMS (Learning Management System). They have a communication problem (as does almost everyone).

Emory in Atlanta - How are changes implemented? Decisions are from the top down at George's institution.

Faculty Issues Roundtable ... (Continued on page 4)

ASCUE Board Members

President Fred Jenny
Grove City College
608 Stockton Ave
Grove City, PA 16127
724-458-2071 fjenny@gcc.edu

Past President George Pyo
Saint Francis University
Loretto, PA 15940
814-472-3090 gpyo@francis.edu

Program Chair Janet Hurn
Miami University Middletown
4200 E. University Blvd
Middletown, OH 45011
513-727-3341 hurnje@muohio.edu

Treasurer Thomas Pollack
Duquesne University
706 Rockwell Hall
Pittsburgh, PA 15282
412-396-1639 pollack@duq.edu

Secretary Kim Breighner
Gettysburg College
Gettysburg, PA 17325
717-337-6932 kbreighn@gettysburg.edu

Public Relations Peter Smith
Saint Mary's College
Notre Dame, IN 46556
574-289-2126 psmith@saintmarys.edu

Historian/Local Arrangements Jack Cundiff
Horry-Georgetown Technical College
Box 1966, Conway, SC 29526
843-283-3307 cundiffj@sccoast.net

Board Members At Large

Dave Fusco **Andrea Han**
Juniata College **Miami University**
Huntington, PA **4200 E University Blvd**
16652 **Middletown, OH 45042**
814-641-3684 **513 217 4001**
fusco@juniata.edu hanan@muohio.edu

Equipment Coordinator Hollis Townsend
Young Harris College
P.O. Box 160
Young Harris, GA 30582
706-379-3111 hollist@vhc.edu

Web Site Coordinator Steve Weir
Philadelphia Biblical University
200 Manor Ave.
Longhorne, PA 19047
215-702-4255 sweir@pbu.edu

Course Management Systems Roundtable

Facilitated by Dave Fusco

St. Francis studied Angel, Moodle, and Blackboard in small groups and they decided on Blackboard. They were concerned that they would not be able to support an open source system. Only one faculty member voted for Moodle over BlackBoard. They were worried about cost even though that was not a criterion for their voice in the selection process. Cermusa was willing to pay for BlackBoard.

Kent State switched to Vista Web CT a year ago but they are hearing complaints about costs and support. Problems: They have seven campuses, and 40-50% of students at several campuses don't have broadband access in home. Students are also having problems with installation.

Columbia International – They use a home grown system dependent on the author – they are currently looking for a system

Mt St. Joseph – They have to upgrade due to Web CT 4.0 becoming obsolete, Blackboard is making an effort to accommodate these systems. There is supposed to be a new integrated product in 2009.

Sienna Heights U. – It is a traditional and online college. They started with BlackBoard on the main campus. The administration has bought into eCollege. Faculty are resisting. They have instituted summer sessions to encourage change, but it is not easy to change. Some faculty are heavy BlackBoard users who have spent much time in course development. It is not even easy to move from WebCT to BlackBoard. They use a CMS for lots of extra curricular communication.

SweetBriar College – They made the change from BlackBboard to Moodle but it required training of faculty. New faculty who are used to other CMS products come expecting their CMS to be supported. Small schools can't do this.

Kent State switched to Banner and now grades are going from Vista to Banner directly. This could be a problem if they switch to another CMS

St. Francis has a large proportion of faculty not using any CMS. They have to promote more use by giving incentives to attend institutes on using CMS.

Augustana – They have used Moodle for 3 years with two servers with a data base on one. They have funds for extra training if needed. Some of the richest schools have gone to Moodle.

Philadelphia Biblical – They use Moodle. They want online quizzes and chat rooms. They use a Microsoft sequel database. They had a problem getting data out of Moodle coming back to Administrative software. The other way was no problem. In a matter of hours they got solutions to their problems from open source, as opposed to months for the admin system.

Franklin – They got early adopters together and set up a sandbox for Sakai, Angel, and Moodle. They decided on Angel and are happy with their decision. Moodle and Sakai didn't have packages they needed at the time of decision. They kept Angel and BB in parallel for at least a semester, so faculty had time to move their stuff over.

Berea – They have been on WebCT from early times, but recently moved to Vista and nightmare – They had to switch to BlackBoard in mid-semester. Only 4 are using WebCT at this time and 90 faculty are using BlackBoard. The College trustees used it for awhile, but had trouble with BlackBoard, so they use Moodle only for the trustees. They don't think they will switch to Moodle since they couldn't program it to interface with their portal.

Philadelphia Biblical – Students are pushing faculty to post on elearning. They use Moodle for lots of training workshops. Faculty can go to the training site to get them familiar with Moodle from the student perspective.

St Francis is switching from legacy system to CX (formerly Cars) administrative system. They are hoping to get source code so George has control.

Tom Marcais from Sweet Briar college gave a full presentation on Moodle last year. He would be glad to help folks with decision making.

Faculty Issues Roundtable Continued from page 2

Mt. Union College – They have 50 or so smart classrooms and use Angel. Faculty have been entering grades online since '98. Faculty are getting laptops as their desktops are due for replacement. Funding for technology is becoming a problem. Faculty get grants for equipment, but they don't make arrangements for maintaining them. Software upgrades in the public labs is a problem. They don't get upgraded. George said that it works best when everything goes through the IT dept.

Miami University of Ohio – Money for computer purchases goes to the departments instead of IT. They started buying computers twice a year for big discounts. It is mandatory if writing a grant that someone from all the departments involved signs off on it to make sure the institution can support whatever the grant is for.

What if faculty members bring equipment with them? Do you put an inventory tag on them and make them part of the institutional equipment? You need a policy for this.

Juniata – Faculty aren't encouraged to write grants, but purchases have been made through grants and replacements are an issue. They came up with a policy that everything not on a list of equipment supported on campus is self-funded and self-supported.

Moravian – Everything has to come through IT. If you need something specialized, it must go through the pipeline and be justified as to why it is needed.

Miami University of Ohio – Does anyone offer home computer support? – Mt. Union offers support for student's computers through the helpdesk, but not faculty and staff home computers. They support smart phones.

Augustana College charges \$30/hr for maintenance of non-college-owned equipment,

St. Francis charges a tech fee to students which includes support for their equipment.

Wabash – Any money collected for service goes through the bookstore so IT doesn't have to deal with that end of finances.

Emory – They also have a fee. They help the students in the halls to start the year getting their computers on the system.

St. Francis – They face copyright issues for students downloading things off the web. Is this an issue on any other campuses?

Coastal Carolina U – Both IT and faculty member also have problems with downloading copyright issues. They have found that faculty don't know enough about copyright.

St. Francis – They have a Community Development Week and copyright is part of this. It's a big problem for what both students and faculty members put on their web sites.

Miami University of Ohio – They use "Turn it in" (a copyright checker). They are trying to get this running on their campus for all papers.

Moravian – The problem on their campus is with digital media – putting music and video on the web available to students.

Coastal Carolina – Videos are checked before making them available, but some are just put out there. They tried to get "turn it in" but the funding didn't get passed

Augustana – ePortfolio systems: what do people use for this?

Wabash – They built a portfolio system on their campus through their web system

Coastal Carolina – They used "LiveText," which was taught when they were freshman, but just stopped using it. They don't have a system right now.

Horry-Georgetown – They went with Epsilon.com for this. It is very user-friendly. They tested it and it turned out successful. They link to this through their WebCT.

Miami University of Ohio – They use Blackboard for ePortfolios, but the faculty do not like it. If the portfolio is in there and the student graduates, it is removed from the server. It is hard for them to move it and take it with

them.

Roundtable on Top 10 IT Issues

Facilitated by George Pyo

We reviewed items discussed at last year's meeting (same roundtable). These were Strategic Planning, Data Retrieval, and Leadership

We then reviewed the Top Ten IT Issues from Educuse, 2007:

- Funding
- Security
- ERP
- Identity Management
- Data Retrieval / Business Continuity
- Faculty Development, Support, and Training
- Infrastructure
- Strategic Planning
- CMS's
- Leadership in IT

George opened the floor for items

Moravian College; Education – how we do things, why do we do things; how to get people to come to training; becoming more proactive.

University of Northwestern Ohio– how to get them to do it for themselves.

Faculty Development, Support, and Training

George commented on the size of training and the needs for it. St Francis goal is to let IT do its job (service oriented). Get application back in the user's lap and they need to engage.

Mount Union College – They give a presentation to incoming freshmen (one hour), where the students receive their account, password, and can access the information that they need. They review policies and procedures with students. They also developed a quarterly newsletter to share what's going on. They attend student senate and faculty department meetings, offer routine training sessions, and sometimes offer awards / prizes to help increase attendance. They have 17.5 full-time equivalent on their IT staff and 2200 students.

Franklin College – They have a grant process to help with purchasing of technology. Just recently, they signed with Atomic Learning to provide online access to material for all faculty. They are using Angel, Sharepoint, and Atomic Learning to help foster growth.

Coastal Carolina University - Tracks web hits and access for stats.

Sweet Briar College - Uses Camtasia to develop task oriented, short video clips. They use Moodle, Dreamweaver, and also use Atomic Learning.

Berea College – They use VTC (Virtual Training Company) for training via a subscription. LNK (?) is also used for training resources. It contains a cyclic item for hardware and software and records how often people need assistance.

Saint Francis University – communication is the key. They meet with students and dedicate staff to continual outreach for improvements and use of technology.

Coastal Carolina University - Have others help teach.

Messiah College - They send email to parents to help communication so that they know IT is there.

Data Retrieval – reviewed notes from last year:

- o How are things going?
- o How much redundancy?

University of Northwestern Ohio - Virtualization can open up avenues to help with redundant services. It is also important to be able to support each other by offering redundant services to other colleges. We need to institute co-location agreements between different campuses. Let us begin to look at ways to create virtual copies of campus operations to reduce uptime if it were needed.

Bowdoin College – Their CIOs worked together to share resources. They are looking to outsource this to a company whose business it is to provide DR services; Also, they are close to a Naval base.

Top 10 IT Issues Roundtable continued on page 6

ASCUE '09 Will Feature Three Tracks for Presentations

At the annual business meeting during the June conference, the membership approved a resolution that will set up three tracks for papers submitted for the 2009 conference and beyond. These tracks are:

1. Reviewed paper track
2. Software demonstration (no paper submitted) track
3. Regular (non peer reviewed) paper track

For all three tracks, the author(s) will submit an abstract to the program chair by January 5 and indicate with their submission which track they wish to pursue. Track 1 abstracts must contain the key topics that the author thinks best describe the paper. The program chair will pass on to the publicity director the abstracts for the papers in the reviewed track. Any author who submits a paper to the reviewed track must agree to review three other papers in that track. (If a paper has several authors, they can choose which of them is responsible for reviewing the three papers.) The program chair will review the abstracts for tracks 2 and 3, and notify the authors by late January that their abstract has been accepted or rejected.

The publicity director will prepare a comprehensive list of key topics covering all the track 1 submissions and ask each of the track 1 authors to select the topics with which they feel competent. Using this selection list, the publicity director will assign three authors to do a blind review of each track 1 paper. If the necessary competence for a given paper review is not available among the author pool, the publicity director will seek out qualified volunteers outside this pool.

By March 16, each track 1 author should submit a regular copy and a blind copy of his or her paper to the publicity director who will then pass the blind copy to each of that paper's reviewers. A blind copy is one which contains no identifying information either to the authors or to their institution. By April 15, each reviewer will fill out and submit a review form. If the reviewers agree that the paper meets the criteria with high quality, the publicity director will notify the author that the paper has been accepted into the reviewed track. If not, the publicity director will notify the program chair who may or may not accept the paper into the regular track.

The author will receive a copy of the three review forms submitted by the reviewers except for the confidential recommendation sections.

There will be a special section in the proceedings for successfully reviewed papers, as well as an indication of this in the program booklet. If at all possible, the program chair should assign papers from the reviewed track to the same room at the conference and label the presentations as reviewed.

Accepted software presentation track entries will also have a special section in the proceedings where only their abstracts will be listed. Regular track papers will be placed in a third section of the proceedings. These papers will be due by May 11.

Top 10 IT Issues continued from page 5

Franklin College – They are looking to go to full virtualization. They almost had to put the plan in to place due to recent flooding. They reviewed the paper, etc., but have not physically taken things down.

George reviewed the concern about sharing data between sites (colleges).

Berea - Their concern is if they could actually get something in the order of time they would need. It is very expensive to get true replication services.

St. Francis – They had a Data Retrieval plan put together, but forgot to include IT. They are using recent funding to help with implementing plans.

Moravian - Business continuity is more important. They provided a list to VPs to have them rank priorities as to what services need to be restored and in what order.

Mt. Union – Their ISP is providing rack space if needed

St. Francis – discussion occurred about single sign on, accidental data release, and more reporting solutions for end-users, but what will happen to that data. It was finalized by noting what happens to the data once it leaves the centralized ERP.