

President's Letter

Janet Hurn, President

I hope this letter finds all of you well. We are approaching the fall and ASCUE 2009 is behind us. What a great event this year. Our current recurring theme, "Academic and Administrative Technology Issues and Innovations in Higher Education," was our guide to many fantastic sessions. Our keynote speaker, Dr. Mark David Milliron, gave us a lot to think about as well as read. I am making my way through some of his many suggestions. If you would like to see his slides, go to the ASCUEville link from our website and click on Wednesday replies. Past President Fred Jenny has put the link to Dr. Milliron's presentation in his reply on page 2. You can follow his blog at <http://catalyticconversations.blogspot.com/> Many of you finally got to experience the Boat Tour although I hear it was a bit rough.

It is our hope that you continue to maintain some of the connections you started at the ASCUE conference last summer. The Board is looking for ways to assist you in that effort. We now have a presence on Facebook and Twitter. If you are on Twitter, please follow the ASCUE feed and use the #ascue hash tag for information you want to share with others.

We also encourage you to tell your colleagues about ASCUE and invite them along. Look for incentives to do this in the coming months. If you have vendors that you work with that might be a good addition to ASCUE, please send those names along to a board member. We are looking for new ways to involve more vendors.

With the economy in the state that it is, the board has decided to forgo the usual fall trip to Ocean

Creek. We are planning next year's event through a series of virtual meetings. Those are already underway. If you have suggestions or ideas for next year, please contact me via, president@ascue.org.

We hope you are planning to return for ASCUE conference 2010. Our new refereed track was a great addition to the 2009 conference. We will be continuing this for 2010. Please be thinking about a session you might be able to deliver at our 2010 conference. David Fusco from Juniata College in Pennsylvania will be our Program Chair. He will be sending out a call for proposals soon. If you have questions or suggestions concerning next year's sessions, please contact him, conference@ascue.org.

ASCUE >10

June 13 - 17, 2010
Ocean Creek Resort
Myrtle Beach, South Carolina
Dress is Resort Casual

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## ASCUE LISTSERVE

We have recently moved the listserv 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 listserv.

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

[members@lists.ascue.org](mailto:members@lists.ascue.org)

For subscription or membership information please go to:

<http://listinfo.ascue.org>

## ASCUEville

At ASCUE 2008, keynote speaker JD Knode set up a social networking site at [ascueville.ning.com](http://ascueville.ning.com) for us to store our powerpoint slides and engage in discussion about topics of interest to ASCUE. We continued to use ASCUEville for this purpose for the 2009 conference. If you are not already a member of ASCUEville, click the link on our website [www.ascue.org](http://www.ascue.org) and follow the instructions.

## ASCUE on FACEBOOK and TWITTER

These are new features that the Board approved this fall. There is a link to FACEBOOK and TWITTER on the top left corner of our website. You need a Facebook account to become a "fan" of ASCUE. At this point, "fans" have the ability to post pictures, videos, and link to the "wall."

Twitter is a free service that allows users to post status messages (max length is 140 characters). You can send direct messages to other twitter users, by placing a "D" before their username. Direct messages are not public. They are received only by that user.

Example: D ASCUE when is the next session starting?

To reply to someone or mention another user, you can use the "@" symbol before their username. This is public. If someone mentions you, it counts as a "mention."

Example: Met today with @fyerphys discussing new @twitter tactics

Then there are hashtags. Hashtags are typically references to hot topics, or trends. You can use a hashtag for almost anything.

Example: Just gave an awesome session about #Drupal.

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## Content Management Systems Roundtable

Facilitated by Steve Weir, notes by Blair Benjamin

### Abstract:

I would like to facilitate a round table discussion on Content Management Systems. What is your school using as a CMS? Do you have a CMS? If you don't, do you plan to implement one? No formal agenda.

### What other schools are doing...

- Philadelphia Biblical University (PBU) has purchased (PaperThin) CommonSpot CMS - a ColdFusion-based CMS. PBU also uses Drupal for secondary purposes
- Sweetbriar College is now beginning to use Drupal
- Ferrum College uses an outsourced solution

### Sites used for evaluating Content Management Systems

<http://www.cmsreview.com>  
<http://www.cmsmatrix.org>  
<http://www.cmswatch.com>

### Notes-

- Many schools and individuals seemingly share similar frustrations and issues when it comes to dealing with web content and the management there of.
- A distinction often needs to be made between private and public web content and how it is managed or governed
- Some content is for "internal use only" – while other content is for general public consumption
- Concerns were raised about using Open Source products over commercial products

## Roundtable – What Works and What Doesn't Work in a Self Services Model

Facilitated by Kim Breighner, notes by Peter Smith

### Abstract:

At Gettysburg, most of the stations in our Digital Center are self service. These services include scanning, media conversion, media duplication, printing posters, downloading from digital cameras, and reserving AV equipment. The first year was a little bumpy, but now most things are running fairly well. Of course, a very important part of this is the ongoing problem of training the student workers on all the equipment and keeping on top of them to make sure the proper procedures are always followed; that is, if they don't show up late or have to leave early or not show up at all! That's always fun! I would just love to sit down with anyone from another institution that deals with this in anyway and talk about our experiences; good and bad. I think we can all learn so much from each other.

### Experience of Colleges

**Gettysburg College** received a Mellon Grant to buy equipment to convert cassettes to CDs and Video to DVDs, as well as allow self service duplication of CDs and DVDs and the printing of posters up to 24" x 42". They have help sessions to teach folks how to use the self serve equipment. All usage is free except for a \$5 charge for large posters.

Before the Mellon grant, the A/V department had only a few TVs. The grant purchased equipment, furniture, etc. But now they need replacement money which is taken out of the training fund. The digital center is in the basement of the library. The help desk is right there to help equipment users. Help desk staff operate the poster printer, but everything else is self serve and available 24x7. The help desk is staffed from 10am to 10pm. They have a corner with a large monitor so students can work collaboratively. There is also a digital studio with editing equipment and staff to help users. Some faculty use this help but often rely on other faculty who know how to use the equipment.

The main problem for Gettysburg audiovisual staff is

loss of equipment that departments and individuals check out for use elsewhere on campus. Often, when the equipment is returned, there are cables missing. The folks checking out the lost or stolen equipment are not charged for its replacement.

Gettysburg has staff check out expensive equipment. The one type of equipment they don't have problem with is cassette recorders. Only one faculty member still uses a 16mm projector. There are instructions with each piece of equipment and if it is returned without the instructions, another copy can be printed out from CD. Students have to supply their own media to use with the equipment

They have not had much problem with legal issues re copyright or picture content. One student worker was assisting in the copying and distribution of pornography but he was let go. The library puts all readings for classes up on their home grown CMS, and the web staff monitor the contents of the portal. Each user has his own access to the portal and sees only need-to-know information. All students have H-drives on the network which they can use for storing media presentations, web pages, images, powerpoint presentations, etc.

Everyone's college-owned computer and all A/V items are listed in inventory. Laptops are encouraged, not required. There is a loaner pool of laptops for faculty. Students have to be doing something academically to borrow a laptop. Between each loan, the laptop is re-imaged, updated, and scanned for viruses.

**Miami University of Ohio** has turned all A/V equipment over to the library which charges fines for overdue equipment and charges for lost or stolen equipment. They have turned over 35 voice recorders, 35 digital recorders, and 20 still cameras. (Gettysburg library has no reservation system. They are going to turn over 30 digital recorders to the library and hope this will be enough to have constant availability.) They have found that faculty are reluctant to come to the library.

Miami's loss ratio is low. Library patrons can check out items from 8am to 10pm. They used to have computer carts for departments to use, but now all instruction is done in smart classrooms.

**Young Harris** has placed a monitoring device on each piece of equipment so it can be tracked and located

**Ohio Southern University** loans out smart carts, laptops, and A/V equipment. They have one staff member and a student worker. Folks renting the equipment are not charged per se, but they collect a deposit and put a hold on grades if the equipment is not returned,

**Mars Hill College's** media center was delivered on the Ark. It spun off from its previous department a few years ago. The expectation is that it will be picked up by IT but the director doesn't want it because it will cost so much to bring it into the modern age.