



# President's Letter

**Andrea Han, President**

If you've been as busy as the ASCUE board over the last few months, you may be surprised to realize that not only is Fall here, but the first academic term is almost half over! Reflecting on the success of the ASCUE 2011 conference, the ASCUE board has been busy planning next year's conference and working to make our organization even more valuable for our members. I am very excited to be serving as ASCUE's president during this time!

According to the feedback we received from ASCUE 2011 attendees, the conference was a resounding success. With a wide variety of presentations, roundtables and birds-of-a-feather sessions, it was often difficult to select just one session to attend each hour. In fact, many attendees even

asked if some sessions could be repeated! We also had a wonderful keynote by Tom Kuhlmann, author of the Rapid eLearning blog, who challenged us to think outside the box when developing online content. Tom's follow-up session on PowerPoint was standing room only and made many of us rethink PowerPoint as a powerful elearning tool. In addition, building on the success of last year's virtual keynote, board member Tom Marcias offered two virtual presentations, to standing-room only crowds!

We also enjoyed the wonderful weather of North Myrtle Beach and beautiful grounds of the Ocean Creek Resort. Where else can you spend a day listening to engaging and insightful speakers and then walk few yards to relax on the beach? What other conference hosts afternoon cookies and

ice cream for attendees *and families*? Those of us currently serving on the ASCUE board recognize that ASCUE is a unique organization and we're working hard to offer more to our members while maintaining the uniqueness that makes us ASCUE.

Based on feedback that we received from you during focus group sessions, on conference evaluations and via word of mouth, we have a number of new ideas for next year's conference. We're very excited to announce a special keynote this year featuring you! Almost all of our focus group participants indicated that they attend ASCUE to learn what is going on at other institutions. To encourage this, our keynote this year will be ASCUE'S Five Minutes of Fame where preselected

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**ASCUE 2012  
June 10 - 14, 2012  
Ocean Creek Resort  
Myrtle Beach, South Carolina  
Dress is Resort Casual**

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presenters will present brief overviews of an exciting innovation happening at their institution. The audience will then vote for the most innovative which will then receive a grand prize! In addition, look for new workshop formats as well as new session types.

We're also discussing ways to increase member involvement between conferences, reviewing how ASCUE membership is defined and exploring branding ASCUE. As I mentioned above, we've been very busy! If you have any ideas for us, please feel free to email me at [president@ascue.org](mailto:president@ascue.org) and I'll be sure they get passed on to the rest of the board.

As we look forward to ASCUE2012, don't forget to stay connected to the ASCUE community through our Facebook and Twitter connections as well as the listserv. If you're attending other educational technology conferences, feel free to post them on the ASCUE Facebook site and arrange to meet with other ASCUE members. Facebook is also an excellent place to post exciting new things happening at your institution or ideas you might have for the upcoming conference.

You may have already received a save the date card for ASCUE2012. If not, the dates are June 10-14, 2012. Our program chair, Tom Marcais of Sweet Briar College, will be sending a call for proposals soon, so I encourage you to start thinking about what you could present. If you have questions for Tom, e-mail him at [conference@ascue.org](mailto:conference@ascue.org).

I look forward to seeing everyone at ASCUE2012!

## ASCUE MEMBERS LIST

The ASCUE Members list has recently been moved to Google Apps! Members of the list can send messages and view previously posted messages by going to the Google Group page listed below. Please note that you must be a member in order to send messages to the list.

To send an email to the list, send your message to: [members@ascue.org](mailto:members@ascue.org)

For subscription or membership information please go to:

<http://groups.google.com/a/ascue.org/group/members>

## ASCUE on FACEBOOK and TWITTER

You can keep up with ASCUE by becoming a fan of ASCUE on Facebook  
**Facebook:** <http://facebook.com/ASCUEconference>

## ASCUE Board Members

**President** Andrea Han  
The University of British Columbia  
2329 West Mall  
Vancouver, B.C., Canada V6T 1Z4  
604.827.3912 [han@science.ubc.ca](mailto:han@science.ubc.ca)

**Past President** Janet Hurn  
Miami University Middleton  
4200 E. University Blvd  
Middleton, OH 45011  
513-727-3341 [hurnje@muohio.edu](mailto:hurnje@muohio.edu)

**Program Chair** Tom Marcais  
Sweet Briar College  
Sweet Briar, VA 24505  
434-381-6543 [tmarcais@sbc.edu](mailto:tmarcais@sbc.edu)

**Treasurer** Dave Fusco  
Juniata College  
Huntington, PA 16652  
814-641-3684 [fusco@juniata.edu](mailto:fusco@juniata.edu)

**Secretary** Kim Breighner  
Gettysburg College  
Gettysburg, PA 17325  
717-337-6932 [kbreighn@gettysburg.edu](mailto:kbreighn@gettysburg.edu)

**Public Relations** Peter Smith  
1036 N. Niles Ave  
South Bend, IN 46617  
574-289-2126 [psmith@saintmarys.edu](mailto:psmith@saintmarys.edu)

**Historian/Local Arrangements**  
Jack Cundiff  
Horry-Georgetown Technical College  
Box 1966, Conway, SC 29526  
843-283-3307 [cundiffj@sccoast.net](mailto:cundiffj@sccoast.net)

### Board Members At Large

**Mark Poore** Jeffrey LeBlanc  
Roanoke College U of Northwestern Ohio  
Salem, VA 24153 1441 N. Cable Road  
540-375-2403 Lima, OH 45805  
[poore@roanoke.edu](mailto:poore@roanoke.edu) [jaleblan@unoh.edu](mailto:jaleblan@unoh.edu)

**Equipment Coordinator** Hollis Townsend  
Young Harris College  
P.O. Box 160  
Young Harris, GA 30582  
706-379-3111 [hollist@yhc.edu](mailto:hollist@yhc.edu)

**Web Site Coordinator** Steve Weir  
1269B Maple Avenue  
Langhorne, PA 19047  
215-867-9347 [sw542@eagle.pbu.edu](mailto:sw542@eagle.pbu.edu)

# Administrative Roundtable

## Facilitated by George Pyo, notes by Peter Smith

Eleven persons attended this roundtable. They were Jeffrey LeBlanc, University of Northwest Ohio; George Pyo, Saint Francis University; Peter Smith and Mary Connolly, Saint Mary's College; Matt Manous, Young Harris; Dave Fusco, Juniata; Ken Donnelly, Western University, Atlanta; Robin Snyder; Gerald Ball, Mars Hill College.

George usually brings in the top 10 issues from Educause, but this year decided to solicit issues from the attendees. Ken was first to ask how schools were handling the exploding wireless demand as students (and faculty) were bringing in laptops and other wireless devices into the classroom. They designed wireless networks as a convenience, not for faculty to teach using them or students to demand so much of them. Some faculty encourage students to bring laptops to class to take quizzes. They don't service laptops and so do not have a standard configuration for them.

At Saint Francis wireless networks are still a supplement to the hard wire networks in classrooms and residence halls. They provide laptops to each student and prefigure them with the needed software. They use Meru wireless technology and it takes a lot of Access Points (AP) to cover the campus. It is hard to get the APs in the right places. George has a tech check out every AP each morning so he can swap out bad APs before anyone complains. Their physicians assistant program with 60 students does use wireless in their teaching, so he makes sure sufficient hardware is in place for that program. They pay for this accessibility with technology fees (\$525 each semester. He wants to separate the wireless network into employee and student divisions and allocate resources 50-50 to each division during the day, but let it go to 90-10 in favor of the students after 9pm.

At Juniata they bought Bradford clean sweep for every computer. Since students can bring any kind of laptop and other wireless device, this has proved a godsend. Bradford makes sure the devices are clean and also spots unregistered devices. Everyone has to register all wireless devices used on campus. There are over 600 non-laptop registered devices. They have an open network and have to comply with CLIA??? Legislation,

which is why they register devices.

Northwestern University of Ohio finds that their wireless network is becoming primary. They never had a wireless resnet provided by the University. The students in dorms have bought Road Runner and contracted for wireless service at \$40/month. Next year the provost wants wireless campus-wide. They are considering contracting this out to a company which builds networks for medical parks and will charge about \$5K a month. They will come in and set up everything and handle all problems. Other folks warned Jeff against this approach as failure on the part of the company to provide adequate service will reflect poorly on the IT department. If you don't want to buy the equipment, lease it instead with an option to buy or replace it after 3-5 years.

Horry Georgetown is planning a huge upgrade and ripping out all their wires. Ken wondered about using thin-client computers with virtual desktops. Juniata has converted about half their public computers to thin client and they are a breeze to service. They use MS virtual services and can load all college-wide software anywhere in the world where a college machine may reside. They do not work well for video downloads so, they do not use them in classrooms or labs where video use is common. They are easy to swap out and cost less than standard units. They have put them in the library, and a 24-hour cyber café. Since every department uses unique software, thin clients cannot be used there. Juniata finds that students do not carry laptops any more. They use mobile devices extensively. If they want to watch U-2 videos, thin client is not the way to go.

Saint Mary's is considering moving from Blackboard to Moodle. Mary asked if others had done this move. One problem with an open source CMS like Moodle is if the IT person managing it makes "weird" changes and then leaves. The new upgrades will not work. It may be better to use a vendor like Moodle Rooms instead of managing it on campus. This may be a problem if it may take a day or more to restore internet service if a truck knocks down a telephone pole. George claimed that their network manager said it would take a full year to convert fully from Blackboard to Moodle. One needs a team to help faculty

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# Academic Roundtable

**Facilitated by Mark Poore, notes by Peter Smith**

Mark opened the roundtable by going around the room and having everyone introduce themselves and say where they were from. There were seven in attendance of whom three were active faculty members. He then opened the floor for folks to suggest issues that concerned them.

The first question was posed by Mary Connolly from Saint Mary's College. She asked what is the most appropriate programming language to use in the first serious Computer Science course. SMC has taught this course using Fortran, Pascal, C++, and now Java, but in a recent external review they were urged to change to something with less overhead and more initial graphical and engineering application. The goal of the course is to help students learn computer and programming fundamentals.

Bruce White teaches at The Apprentice School, a school dedicated to educating the best workers at a local industry, who are given free tuition and books but expected to continue working for that industry. They change what they teach practically every year, depending on the needs of the industry. Students graduating after two years are expected to become electrical, civil or mechanical engineers and move up to management positions as they gain a broad understanding of what the industry does. The industry is closely tied to the needs of the Navy and he surveys what the Navy needs and prepares his students to meet these needs using whatever package is currently hot

Mercer University teaches structured programming in their first course using C and C++. Ken Revels, the Mercer representative, works in adult education teaching informatics for medical, communication, and satellite technology areas. The program tends to be more technical and math-oriented.

Robin Snyder is an independent software developer and recommended folks teach with Lua in the first course. He said that this is a small language written in NCC and avoids some of the overhead from an object-oriented language like Java or C++. Lua means "moon" in Portuguese and was developed in Brazil. It is an embeddable language for scripting and is used ex-

tensively in gaming. It is similar to Pascal in that it uses the word "End" to end blocks. It uses tables as either associate or indexed arrays. Graphics, which should be used in the first course, can be embedded in Lua.

Bruce asked if we thought the current generation of students (people < 25) are audio or visual learners. Mary said that most students need to see and do, listening is not enough. Ken agreed that adults do best by doing. Robin thought that most professors were audio learners and many expected their students to be the same. He mentioned that CS learners have to know logical rules. To prove anything is correct you need algebra. He applies these rules all the time when programming

Sali Kaceli from Philadelphia Biblical University thought that whether students used visual or audio or hands-on learning depended on their major. To do programming you need hands-on work. To study the Bible you can visualize the Holy Land by looking at a map, listen to the bible stories and travel to the places in the Bible in a more hands-on fashion.

Mary mentioned the extensive use of Process Education at SMC, where students work in small groups, are expected to do the reading (visual) before class, work in teams through enriching exercises in class where they discuss problems arising out of the reading (audio), and prepare a written hands-on report which they share with the class. This has proved successful.

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convert. Juniata has found that Moodle has no conversion software to move files from version 1.9 to 2.0 so they are stuck with 1.9 until Moodle creates the software to do this. You don't want to change CMS very often or faculty will be very upset.

As the time drew to a close, George asked if other schools had a couple of days set aside for the IT team to meet for planning purposes and to regroup after the academic year. Western has one full day where IT teams from all the campuses meet. Mars Hill was asked to host Jim Workman's team for two days this spring.

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## Technical Roundtable

**Facilitator: Hollis Townsend, notes by Peter Smith**

Ten people attended this roundtable. They were: Hollis Townsend and Matt Manous from Young Harris, Terri Austin from Roanoke, Carmen Morrison from NC State, Curt Winters and Sali Kaceli from Philadelphia Biblical, Darius Carleton from Alabama State, Autumn Caines from Capital U., Ken Donnelly from Mercer, and Peter Smith from Saint Mary's.

The first topic of interest was: "Where are we going with wireless?" At Young Harris they have dropped wired support because they have to upgrade the switch and the wire is 18-20 years old. They are putting network drops in each common room in the dorms as they tear out the wires and replace with wireless access. They have achieved 80% green bars in each room. They are putting in ABGN APO and expect to save money.

Alabama State had a concern about tablet P.C.'s Which ones are best? Young Harris supports EnTourage which has an e-reader on one side and a tablet on the other. It is not yet ready for prime time in their opinion. I-pads and Androids are more widespread. Galaxy works fine with a wireless network. Blackberry playbook has not worked out. Nitch is a business PDA.

PBU wondered what anti-virus program folks were using on desktops. One school was using eTrust. SO-PHOS has stopped being able to handle viruses. Clean Access did not respond to Windows 7 upgrade. Norton and MacAfee are a bad idea since it is hard to handle all the upgrades. Adobe is another pain, since they update FLASH every other day. One school is using IMPULSE. Mercer is using LANDESK, which is much more than a virus scanner, though it will push up upgrades automatically. It can be used for inventory control as well. One idea to reduce amount of cleaning of student machines is to let them run their own antivirus program. Even though a school doesn't have to, they may still end up cleaning student machines as a service.

Alabama State used to fix student computers, but had to stop. Now they suggest to students what to do to fix their own systems and then send them to Best Buy if necessary. At Roanoke, the student techs are HP and Dell certified. They do the repair work on both college

and student machines. They still have to wait for parts. PBU found that the best way to fix viruses is to clean systems completely – back up data, clean, and restore using any CD that matches the operating system.

VMware sells VDI which uses one server with a lot of RAM to build a new image for each student and streams the desktop at the start of each session. Roanoke has 30 servers running on one box. They run the desktop image on the server – can use a thin client for this. PBU uses DeskTop Central to push updates out once a day. Mercer runs Ninite which goes out on the net and gets most common updates for equipment. They are looking at CITRIX for most labs and VMware for the pharmacy lab. Alabama uses Deep Freeze to automatically update the lab computers.

PBU wanted to know how folks were handling printing in the labs, especially large files downloaded from the web. Sometimes the students don't even pick up their printouts. Some school use PHAROM to charge for lab printing. Alabama State restricts printing to one central location where a lab assistant makes sure that the print jobs are appropriate before letting them print.

Mercer wondered how folks got funding to install AV in an auditorium. Young Harris has been building smart classrooms for years. They use a CRESTRON panel to control everything. The training is free. They now have 7 such classroom with a goal to have all classrooms under CRESTRON control. The session closed with the concern how to convert VCR material to DVD format. One can't just copy the data to DVD without permission. The copyright laws in this area are very confusing.

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Dave Fusco meets with each of his 18 staff members for 90 minutes having given them 5 questions to think about and then they meet all together for a day. They look at the pieces of the college strategic plan that IT supports and assess how well they are doing. Several SMC academic departments often meet for a day at the end of the academic year. Northwestern Ohio doesn't dare schedule such a retreat fearing that an emergency will invariably come up, but they do have 3 or 4 planning meetings every couple of weeks to look at institutional effectiveness and strategic planning.