

November 2012
Issue: 2

MACNet News



Who we are

The Office of Technology Services (OTS), welcomes new and returning faculty, staff and administration, back to campus. OTS is responsible for supporting all technology on campus. The department is organized into three main divisions, Academic Technology Services, Admin Computing, and Network and Technical Services.

Academic Technology Services (ATS) provides academic support and training to the campus community. Be on the look out for emails from ATS@immaculata.edu for the future training sessions!

Administrative Computing supports Banner, Argos and other Administrative functions.

Network and Technical Services is responsible for the design and support of University infrastructure such as network connections, server access, email, and helpdesk and academic lab support.

Topics

- Latest News
- Meet OTS
- Admin News
- ATS News
- New Technology
- Coming Soon

Latest News

As of Oct 15th, 2012, Microsoft Office 2010 has been upgraded on 80% of the computers on campus.

Technical Services will be creating work tickets to install Office on those computers and laptops that were missed during the upgrade. Computer labs as well as smart classrooms will also be upgraded over the next few weeks.

If you would like training, email the helpdesk for an appointment

What is new with Office 2010?

- Automatic sectioning of documents
- Conversation view (Outlook)
- File menu is back!

You may purchase Office 2010 for your personal computer at a discounted price through our partner JourneyEd

<http://www.journeyed.com/select/campusestore>



Meet OTS



Robert A. Potter (Bob) –Technical Support Specialist

Bob has a Bachelor of Science degree in Business Administration from Shepherd University in West Virginia. Bob holds a Microsoft (MCITP) certifications in Server 2008 and Windows 7. After completing his degree Bob spent 20+ year career as a department store executive where he was recognized for sales, profit and customer service performance. Bob has worked at Immaculata University since July, 2011 as part of the Helpdesk Support team.

Administrative Computing News

Administrative Computing welcomed its newest analyst, Tom DiCamillo, to Immaculata in August. Tom brings a wealth of Banner experience and expertise and will be supporting the Immaculata student offices.

Immaculata is developing a new, more attractive transcript for its students. Using our Argos reporting solution, the Immaculata transcript is being given a facelift to make it appear more professional and pleasing to the eye. In addition, the system used by the Registrar staff to process transcript requests is begin enhanced to improve productivity.

UC4 is coming! Over the summer the University purchased a product called UC4. UC4 helps to automate and schedule work that is currently performed via manual data entry by IU staff. We anticipate substantial time savings that will shorten the time required for some labor-intensive workflows, make IU staff more productive, and free them to engage more productive work. Look for UC4 to go live in late 2012, early 2013.

Academic Technology News

Mark the Date!

November 15, 2012 from 12 to 2 PM - Faculty Development Workshop: "Making the Most of SMART Classroom Technology." Participants will take part in an interactive classroom simulation and full demonstrations of SMART Board features. Seats are limited! Registration is required.

Sign up online at <http://ats.immaculata.edu/register.php>

Did you know?

ATS is offering open door walk in Moodle Clinics every Friday from 9AM to 1PM in the Tech Center located on the ground floor of Gabriele Library (behind the new ATS Office). Faculty can bring their Moodle issues, questions and materials any time between the hours of 9AM and 1PM on Fridays and our staff will be there to assist!

Latest Technology's- Microsoft



Microsoft is launching a new tablet called "Surface". The tablet is similar to the iPad and is incredibly thin, but still features a full-size USB port, microSD card slot, and HD video out port. The integrated Kickstand enables hands-free entertainment offers a cover you can type on. Touch Cover clicks in to Surface and offers a slim, spill-resistant keyboard for typing. Available in vibrant colors, you're sure to find a cover to match your personal style. It can run Office and login to Domains which makes this a great alternative to iPads.

To find out more <http://www.microsoft.com/Surface/en-US>

Coming Soon

48 Cisco Wireless Access Points will be installed in the following locations:

- * Library
- * Faculty Center
- * Bruder Center
- * Good Counsel

OTS will be installing additional wireless access points across campus over the Christmas break to increase wireless coverage throughout. Installation will begin Monday Dec 17 and finish up approximately Jan 10, 2013.

Wiring and installation will be completed in a joint effort between the Maintenance Dept. and OTS.

Monthly Tech Tip

Ordering Toner

Immaculata has an agreement with PC Age to order toner and print cartridges. To order from PC Age fill out the form on <http://www.immaculata.edu/Portal/TonerReorder/tonerReorder.html>

- If printer is not listed choose “other” and write in the printer model.

Fax: 610-889-4873

Email: Wade Price at wade@pcageinc.com

October Service Now

Total calls: 323

Average closed rate: 91%

Overall satisfaction: 4.66 out of 5

Top Five Requests:

1. Password Resets
2. Install Software
3. Training
4. Computer rollouts
5. Account Management

Network Uptime:

Argos: 100%

Exchange: 99.99%

Immaculata.edu: 100%

Banner: 100%

Mars\Dudley: 100%

Technical Support Services

Hours of Operation

Monday-Thursday 8am -6pm	Friday 8am-5pm
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Phone: 610-647-4400 x1234
E-mail: helpdesk@immaculata.edu

Self Service Help

<http://\ats.immaculata.edu\faq>
