Service and Support for the DSU Faculty, Staff, and Students

Office of Information Technology Newsletter

WebCT Usage Continues to Grow

WebCT is continuing to grow and expand across the campus. Beginning the first of April, first tier phone support will be available for faculty and students 24 hours a day 7 days a week. This support is available through the Sungard Collegis course management helpdesk. Details on phone numbers will be coming soon. The numbers of users is outstanding and only continues to grow. The February numbers follow:

- Courses actively using WebCT: 127
- Instructors utilizing WebCT: 79
- Unique Student headcount: 1457

OIT Website is Live!!

The OIT Website is alive and running. The site will be used to communicate programs, services, maintenance items, and many other technology related items affecting the faculty, staff, and students. The site will also have copies of past issues of the OIT newsletter. The site will be continuously updated to reflect the changing IT developments across the campus. It is our hope that the web site will provide another communication channel to present the information you need in order to utilize the IT resources here at DSU. The site is located at:

http://www.deltastate.edu/oit/index.shtml

A/V LOAN HAS MOVED TO BAILEY 114

The Audio/ Video or A/V Loan department of Delta State, including A/V equipment loan, production and facility scheduling has been moved to Bailey 114 and has been combined with the Office of Information Technology (OIT) Help Desk. Joanna Barnes, who was formerly located in the Technology Learning Center (TLC), has also relocated to Bailey to assist with the integration of the A/V loan and production process into the OIT Help Desk.

For all of your A/V equipment needs, including production needs, scheduling of the facilities in Ewing (model classroom, the faculty training lab and video conferencing room) please contact the OIT Help Desk at 662-846-4444 (or extension 4444 while on campus). The Help Desk will process your request for service, and you will be notified of equipment or facility availability and confirmation as soon as possible.

The OIT Help Desk operates on a first come, first serve basis. In order to ensure that your requests for service or room reservation can be filled, the OIT Help Desk respectfully asks that all requests for services or equipment loans be submitted no later than 72 hours in advance. Requests outside this timeframe may not be able to be fulfilled.

If you have questions or comments feel free to contact Glenn Trammel at 662-846-4840 or email at gtrammel@deltastate.edu

Issue 6, March 9, 2005

Tips and Tid bits

Windows users should periodically go to Windows Update and install any critical updates that may be missing from your machine. From Internet Explorer go to Tools and click on Windows Update. This will take you to the Windows Update site and follow the online instructions.

Data Networking Services:

- Support calls for February:
  - Began the month with 18 tickets
  - Created: 82 tickets
  - Transfers: 6 tickets
  - Closed: 83 tickets
  - Ended the month with 23 tickets

Service Spotlight

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