

# TECHNOLOGY

## @CSN



## OTS Technology Expo Draws Over 400 Attendees

OTS would like to thank all of the CSN faculty and staff who participated in the first annual OTS Technology Exposition held at the Cheyenne campus on January 15, 2008.

The all-day event was an opportunity for exhibitors to showcase the latest equipment, technologies, applications and services for educators. The expo was highly successful with nearly 30 exhibitors and over 400 attendees. The feedback we received from those of you who attended and from the vendors who participated was extremely positive.

OTS wishes to express our appreciation to Wimba for sponsoring the continental breakfast and all the other participating exhibitors: Bedford/St. Martin's, W.J. Freeman, Worth Publishers, BrainStorm Networks, CCS, Cisco, Crestron, DaLite, Digital Projection, Digital Tech Frontier, E Instruction, Elmo, Fujitsu, Gateway, Halo Projection Screen, Hitachi, Hot Lava, HP, LG Electronics, Lumens, MediaSite, NEC, Pearson Data Management, Samsung, Smart Classroom, Smart Technologies, SP Controls, Tandberg, Troxell, and Providea.



Interim CIO Josh Feudi presents Michael Meagher with the top door prize, a Lifebook notebook from Fujitsu.



Patti Castro shows off the red iPod Nano she received from Troxell.

### Expo Door Prize Winners

- |                           |  |
|---------------------------|--|
| Fujitsu Laptop            | Michael Meagher  |
| NEC Monitor               | Arlene Menezes   |
| Apple Nano                | Norma Bucelato, Patti Castro, Sue Gordon   |
| Starboard Remote          | Anne Poliquin  |
| \$100 Gift Certificate    | Lynn Stanger   |
| Cisco Backpack            | Debbie Britt, Nora Fernandez, Barb Keeley, Steve Tracy   |
| Hot Lava M Software       | Susan Scheublein   |
| W.W. Norton Tote/Calendar | Diana Clennan, Janet King  |
| Various E-Learning Books  | Agnes Galvez, Mary Hackie, Jeff Jones, Melinda Karsnok,<br>John Marsh, Kay Rash, Jim Santor, Margaret Taylor, Ann Thomas |

Winners can contact Bonnie Sines at ext. 5900 to make arrangements to pick up their prizes.



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# Active Directory Project Enters Final Phases

It is now time for CSN to complete its migration project from Novell Directory Services (Novell) to Microsoft Active Directory (AD).

Active Directory is a centralized and standardized system that automates network management of user data, security and distributed resources (e.g. printers) and services (e.g. email). AD provides a single-logon capability and a central repository for information across the entire network infrastructure, vastly simplifying user and infrastructure management and providing superior access to networked resources. No more having to remember separate passwords to logon to the network, to email, to your VPN account, etc. AD will also allow OTS to assign policies, deploy software, and apply critical updates throughout the CSN network.

To minimize end user inconvenience, the migration process,

which is currently underway, has been separated into four phases: Phase 1 - Classroom network drives by faculty and students, Phase 2 - Departmental network drives, Phase 3 - Faculty and staff personal network drives, and Phase 4 - Visit by OTS technician to migrate the PC onto AD, also referred to as the domain.

Phase 1 was completed during the fall semester. As we prepare for the rest of the project, it is extremely important to note that in order to prevent any issues that faculty and staff users experienced during the fall, you must complete the steps in the migration tool. Phase 2 and 3 is completed on an individual basis by utilizing the migration tool. The migration tool is located at <https://exchange.csn.edu/admigration> and will remain available until Phase 4 is completed.

In the coming weeks, Phase 4 and its related communication will begin. OTS

has already started the process with a few pilot offices and will begin the full institutional push during March. Most communication and coordination of office visits will be through directors, deans, division chairs and managers.

As OTS rolls out Active Directory, more services will be utilizing it for authentication. In the next few weeks, remote access to the CSN network will be upgraded to utilize AD. Exchange 2007 web access will utilize it, permitting access to network drives and all email when not on any of CSN's campuses; and in the not so distant future, we will utilize AD to authenticate faculty and students to our online learning environments (WebCT 4.1, WebCT 6.0, and Angel).

## OTS Launches Secure Wireless Network

Ensuring the highest levels of security is a priority at CSN. Any organization faces a range of threats, but educational institutions need to offer a level of openness, while still protecting IT assets. So in order to provide a better and more secure wireless network connection to all CSN wireless users, OTS is launching "secure\_wireless" access. This wireless network provides users full access to all the resources that are accessible from a wired network connection, including student records, calendar functions, and other features.

All other wireless access networks will be retired prior to the end of the Spring 2008 semester. Some of those networks include CSN\_Wireless, SUNMANAGER, aC@dem1x, and others.

Logging on to the secure\_wireless network for the first time will require installation of a program called Cisco CleanAccess Agent (CCA). The program verifies that your machine has the latest updates for your operating system and antivirus software. If you do not, you will be asked to download the latest updates. If you do not have an antivirus program installed (which is not a good practice), you will be directed to a free version.

For complete installation instructions, please visit [www.csn.edu/ots/selfservice/](http://www.csn.edu/ots/selfservice/) and click on the Wireless Network link. Locate and select the operating system that

you are using to view the steps necessary to install the required components to utilize the new secure\_wireless network. All Apple machines are compatible with the new secure\_wireless network.

Once the software and any updates are successfully installed and you open your web browser, you will be directed to an authentication page. Faculty and staff will select CSN as the domain and type in their credentials (username and password), which are the same as your email username and password. Students will select STUDENT as the domain and login with the same credentials used to access lab computers.

As part of the ongoing network upgrades being performed, additional wireless access points will be deployed during the spring semester, more than doubling the number of current access points. OTS will be using our current analysis, along with user feedback, to determine the best locations for the new deployments. If you would like to report an area with poor or no coverage, please contact the OTS Help Desk and provide the following information: campus, building, room (or nearest room) number.

Thank you to all our students, faculty and staff for their patience, understanding and support as we continue to attempt to provide CSN with the service it expects and deserves.

# They look marvelous!

## Computer labs throughout CSN receive new equipment

If you step into one of the many CSN computer labs, you may be surprised to find a sea of new faces staring back at you. While most students and faculty were away during the winter intersession, many of the computer labs were undergoing a facelift.

Fifteen OTS technicians worked tirelessly to replace 539 PC workstations with new state-of-the-art HP xw4600 computers and another 240 iMac workstations in 40 locations. It took them four days to complete the PC deployment and another three days to finish the Mac deployment.



Technicians Thomas Brudlo and Christine Monroe install the new HP computers in the West Charleston C building computer lab.

OTS has worked with college administration over the past year to develop a PC lifecycle management plan to formalize how the college manages its desktop hardware from purchase to retirement while balancing the college's mission, the needs of the end-users, and budget constraints.

According to User Services Director Carlo Dacumos, the goal of the first phase of the lifecycle management plan is to refresh computers more than three years old. The batch of

computers just replaced are three to six years old.

"This is being done to provide support for curriculum and to minimize down-time and expensive repairs caused by aging equipment, often out-of-warranty."

John Nuygen, a new CSN student, was excited to be using the new iMac computers.

"I didn't know they were doing it, but I like it. I prefer using Macs," he said.

Nuygen said he appreciates the bigger screens, faster connections, and cool keyboards.



The next stage of this deployment project will be to "cascade" 139 Dell GX620 computers still under warranty to outlying sites beginning the week of February 15th. The computers will be distributed as follows:

- |                 |                          |
|-----------------|--------------------------|
| Mesquite 15     | HN Smart Carts 9         |
| Caliente 15     | GHTC Smart Carts 6       |
| Panaca 21       | SHTC Smart Cart 1        |
| Overton 14      | WHTC Smart Cart 1        |
| Alamo 7         | Lab Help Desks 6         |
| Boulder City 24 | Facilities Management 20 |

Most of the other retired computers, which are out of warranty, will be sold as surplus. Look for an announcement from Business Services some time in the near future with more details.

HEWLETT PACKARD SPECIFICATIONS (PC)	APPLE IMAC SPECIFICATIONS	
	MODEL 1	MODEL 2
<ul style="list-style-type: none"> <li>• 2.4Ghz quad-core processor</li> <li>• 4GB DDR2 SDRAM memory</li> <li>• 500GB hard drive</li> <li>• 16X DVD+/-R/RW SuperMulti drive</li> <li>• 19" LCD widescreen monitor</li> </ul>	<ul style="list-style-type: none"> <li>• 2.4GHz Intel Core 2 Duo processor</li> <li>• 2GB DDR2 SDRAM memory</li> <li>• 320GB hard drive</li> <li>• 8x (DVD±R DL/DVD±RW/CD-RW) drive</li> <li>• 20" flat-panel widescreen monitor</li> </ul>	<ul style="list-style-type: none"> <li>• 2.8GHz Intel Core 2 Extreme processor</li> <li>• 2GB DDR2 SDRAM memory</li> <li>• 500GB hard drive</li> <li>• 8x (DVD±R DL/DVD±RW/CD-RW) drive</li> <li>• 24" flat-panel widescreen monitor</li> </ul>
LOCATIONS RECEIVING NEW COMPUTERS		
<p><b>Cheyenne:</b> 1240, 1302, 2658, 2662, 2725, POD1, POD2, POD3, POD7, POD9</p> <p><b>Henderson:</b> A113, B215, C120, C121, POD1, POD3</p> <p><b>Summerlin Center:</b> 108, POD3</p> <p><b>West Charleston:</b> C114, C116, C132, C133, C POD1, C POD6, C POD7, C POD8</p> <p><b>Western Center:</b> 118, POD 6</p>	<p><b>Green Valley Center:</b> 112, POD6</p> <p><b>Summerlin Center:</b> 107, POD1</p>	<p><b>Cheyenne:</b> 1228, 1736, 1743, 2665 and POD4</p> <p><b>West Charleston:</b> C113, C226, C POD5</p>

## Meet the Team...

# Academic Technology Services

The Academic Technology Services department of OTS provides vision and guidance in the development and maintenance of current and new technology-based curricula and in the application of technology to instructional processes. Academic Technology Services also provides technology support and training to faculty and staff of CSN. Media Services provides support and services for classroom and event technology as well as planning, design, and recommendations for the installation of technologies that enhance classroom teaching, student learning, and presentations.

### Classroom and Special Event Support

We provide media services for the support of academic courses and special events using media on or off campus. A course is defined as being listed in the schedule of classes, having a class number, meeting at the time and general assignment location listed, and having a mandatory attendance of students. A special event is defined as any event that is not an academic course and does not require student attendance. Academic Technology staff support teaching and learning in the classroom.

### Distance Education

Distance Education at CSN involves two-way live, 'real-time' video and audio of your classroom with participants in an off-campus location. We provide the high-quality, compressed video and audio technology via video conferencing. In some situations, you share your classroom teaching with students at a remote classroom. Guest lecturers and professors normally not able to attend a lecture due to travel constraints may be brought into your curriculum.

### WebCT Learning Management System

The WebCT Learning Management System is an integrated set of web course tools that can be used to supplement a class taught mostly face-to-face or can be used to teach a course entirely at a distance (where students mostly "go to class" online using the Web with few if any visits to campus).

### Technology Training

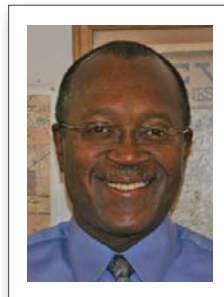
Academic Technology in cooperation with CAPE offers workshops for faculty and staff on a variety of software tools and teaching spaces. Among those courses are offerings on the components of Microsoft Office 2007 suite, the Adobe Design Suite CS3, Site Builder, Smart Classrooms, Web CT, and others for which there is a demand. We also provide technical support to faculty and staff who have difficulty working with software on their computers.



**Michael Judge** provides leadership and management of CSN's Academic Technology Services and Media Services.

Michael has nearly 20 years of experience in academic technology and distance education. He has held director positions in higher education in the Kentucky university system and the Florida community college system. For seven years, he coordinated the distance learning program at Indian River Community College in Fort Pierce, Florida, where he supervised numerous state-of-the-art projects, including construction of new facilities, updated classrooms and virtual studios.

He earned an associate degree in broadcasting, a bachelor's degree in film/video and radio/television, a master's degree in instructional technology and distance education, and is currently ABD in instructional technology and distance education.



As Multimedia Manager, **Andrew McJimson** is tasked with providing multimedia support in every classroom at CSN, approximately 450. This includes 270 smart classrooms and distant learning classrooms. His department handles over 4,000 Help Desk calls annually.

Prior to joining CSN in 2001, Andrew worked for Sears Roebuck & Co. as their National Consumer Electronics Instructor and Project Manager, providing training and instruction for over 13,000 technicians. He also played a pivotal role in the implementation and rollout of their national call center for computer and I.T. service in Round Rock, Texas. Andrew also managed several Sears' service locations in the Southern California area where he received national recognition for his achievements in customer service and record profits.

Andrew has earned numerous certifications in the I.T. and electronic industry.

**Art Davis** is the Audio Visual Technician for the Henderson campus. He also worked at CSN as an Audio Visual Technician II before joining SunGard in January 2006.

Prior to CSN, Art served in the U.S. Army, retiring after 20 years. During his military service, Art earned numerous certificates including certificates in Motion Picture and Television Production from the U.S. Army Signal School and Science of Imaging and Color Temperature Calibration from the Imaging Science Foundation.

Art is married with four children and three grandchildren.

He enjoys working in an academic environment where he can use his expertise to help teachers produce and deliver high quality instruction, using the latest AV technology.



where he studied Broadcast Communication and Photography. After graduating, Rick worked at KSHB TV 41 in Kansas City as a video photographer and later at Kansas University Medical Center as a Multimedia Technician II responsible for distance education and smart room technology.

After moving to Las Vegas, he worked with the news department at Las Vegas Channel 8.

Audio Visual Technician **Art Taylor** works at the West Charleston campus. Prior to joining SunGard, Art had worked in the Telemedia department at CSN for 18 years.

Art acquired some of his AV and electronics experience from operating his own electronics business. He was also Director of Government and Public Relations for Times Mirror and sat on the board of the Nevada State Cable Television Association where his master's degree in oral communication came in handy.

Happily married with four kids, Art is the proud grandfather of 16 grandchildren. Art says CSN has a good, professional working atmosphere, and he enjoys interacting with the faculty and staff here.

An Audio Visual Technician based at the Cheyenne campus, **Ralph Torres** is also responsible for the Mesquite, Downtown Learning, A.D. Guy, Moapa Valley and Nellis sites.

Ralph was hired by SunGard in November 2006. A 16-year veteran of the U.S. Air Force, he most recently worked for KLVX Channel 10 as Avid Adrenaline Senior Editor and ENG EFP Photographer and with Nellis Television as the Senior Avid Editor, Producer and Director for their Department of Defense TV Productions. While in the military, Ralph served as a combat photographer, senior AVID editor and producer/director of a variety of productions.

Ralph holds a B.S. in Broadcast Journalism and several audio-visual specialist certifications.

Married, with three daughters, Ralph says he appreciates the professionalism of his manager and fellow co-workers.



As the Academic Technology Trainer, **David Heflich** designs and presents technology workshops for faculty and staff in cooperation with CAPE. David also serves as a resource person for faculty and staff who have technology problems or are in need of assistance.

David has a Ph.D. in Instructional Leadership and has been working with various groups in technology and learning for the past 19 years.

Before he was hired by SunGard in June 2007, David taught undergraduate and graduate classes in Educational Computing and Technology at UNLV and worked as a technology trainer with school districts and corporations helping them integrate technology into their curriculum or business. He was involved in a number of technology training grant programs including the federally-funded Project Thread, a Preparing Tomorrow's Teachers to Teach with Technology program.

A transplant from Kansas City, Missouri, **Rick Lambert** is one of two Audio Visual Technicians based out of the West Charleston campus. He previously worked in the Telemedia department at CSN for two years before joining SunGard.

Rick attended Juror College at Penn Valley Community College and Central Missouri State University



# "Smart" Technology in New Smart Classrooms

Spring semester saw the unveiling of 62 new smart classrooms on all three campuses and at four remote sites: Western, Summerlin, Mesquite and Latin Chamber. The new classrooms are designed to provide faculty with options to allow additional educational opportunities for their students. In doing so they are not meant to force faculty to use this technology; rather they are designed to provide faculty with additional tools that they can use to teach.



There are now a total of 270 smart classrooms and 144 remote-managed smart classrooms. All smart classrooms, new or not, contain some level of technology. They all contain a controller, computer, monitor, laptop connectivity, screen, speakers, VCR/DVD combination player, and power control. However, the new 62 smart classrooms have some significant changes. First, they all have podiums facing students. Next is the controller it offers. This new "Crestron" controller (see above) offers touch panel access to all of the accessories and to all input sources. The screen goes down as the projector is turned on. Another change is that the computer monitor is a Sympodium (right); a combination SMART Board and monitor, with the option of using all of the included SMART Board software. Finally, for the faculty that utilize video cameras in the classroom, these are equipped with the New ATSC Standard VCR/DVD combination player/recorder, which allows you to record from your camera to a VHS tape or DVD.

One of the most interesting features of a Sympodium is the pen. You can push a button at the top of the screen to select a color, then take the pen, and draw on the screen. This can be used to highlight information in a presentation, emphasize a point, or even to make a whimsical drawing if you desire.

The Sympodium also comes with Smart Board Software. Chief among the offerings here is Notebook software, a screen which you can use to create almost anything using the included, very extensive resources and your own

creativity. In addition the Smart Board software includes screen recording and video playback software, access to floating tools for drawing, and conferencing software.

One of the concerns of faculty who have attended these workshops is the availability of Smart Board software so that they can prepare materials and use them in the new Smart Classrooms. The software is available as a free download at [www.smarttech.com](http://www.smarttech.com). There are versions available for virtually any platform.

OTS and CAPE have begun offering workshops on the new Smart Classrooms and Symposiums. Listed below is the schedule of training sessions for the spring semester. Please sign up for these sessions through the CAPE office.

- Saturday, March 8, 9-11 a.m., CY 2769
- Wed., March 12, 9-11 a.m. HN C-214
- Friday, April 4, 1-3 p.m., CY 2769
- Saturday, April 5, 9-11 a.m., HN C-105
- Wed., April 9, 9-11 a.m., CY 2769
- Thursday, April 24, 5-7 p.m., CY 2769
- Thursday, May 1, 3-5 p.m., CH C-115
- Monday, May 15, 3-5 p.m., HN C-214



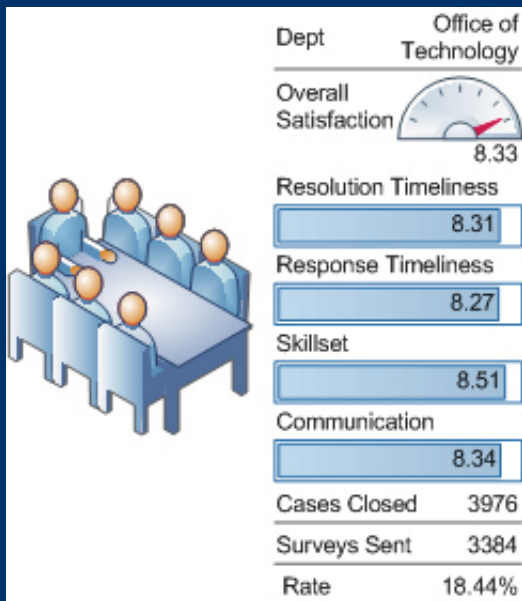
## Help is a Phone Call Away

Faculty, students and staff can request technical support from one central place—the OTS Help Desk—by calling (702) 651-HELP (4357) or (800) 630-7563 toll free. Available 24 hours a day, 7 days a week, the OTS Help Desk can assist you with all your technical services and computer and telephone-related support needs.

The majority of calls for technical assistance are resolved by the Central Help Desk's (CHD) 29 full-time help desk technicians located at SunGard Higher Education's headquarters in Maitland, Florida. Issues that cannot be resolved over the phone are assigned to the appropriate CSN OTS technician through an online ticket tracking system.

OTS is committed to providing excellent service and maintaining a high level of customer satisfaction in the delivery of its services. We encourage you to take a minute to complete the online survey that is sent to you when your case is closed to let us know how we are doing. Your thoughts and comments are ALWAYS welcome!

### Help Desk Statistics February 2008



Coming Soon...

**OTS Online Help Desk - Allows you to create and track your IT service requests.**

## Where Did the Servers Go?

Over the winter break, OTS moved a majority of CSN's critical servers into the new central data center. This new facility will provide the reliability and availability of the technology resources that faculty, students, and staff have begun to rely on for both administrative functions and teaching and learning. To accomplish this, OTS and POMF (Site Planning) designed and implemented a data center that runs cutting-edge technologies from a number of the big providers.

To minimize the impact of our anticipated growth—or conversely, technologies continued contraction—OTS searched for a solution that would provide a fair amount of flexibility. We selected APC's modular data center solution referred to as InfraStruXure®. "InfraStruXure® fully integrates power, cooling, and environmental management" components which are fully redundant with most components interchangeable by designated CSN or OTS employees.

Once the remaining construction and server and network relocations are complete, OTS will send an official announcement with scheduled tour times and discussions to showcase this nationally recognized solution.

### Office of Technology Services Contact Information

*Technology@CSN* is published by CSN's Office of Technology Services (OTS). Your feedback is appreciated. Email your comments, questions or suggestions to [technology@csn.edu](mailto:technology@csn.edu).

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Bonnie Sines, Administrative Assistant II  
Jason Buckley, Interim Technical Services Director  
Carlo Dacumos, User Services Director  
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# Adobe Limited Time Offer!



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Don't miss this tremendous opportunity to acquire the latest in Adobe software at savings of up to 85% off the commercial price! From now until March 31, 2008, faculty and staff will receive NSHE contractual pricing on Adobe Creative Suite 3 Design Premium, Adobe Acrobat 8.0 Professional and eight other Adobe software packages.

The price savings on this software is extreme. For example, the Adobe Creative Suite 3 Design Premium package sells on the Adobe web site for \$1,799; under this program it will cost you only **\$291.23** (\$283.37 for the software license plus \$7.86 for the CD media, excludes sales tax/free shipping). The software is identical to the retail version, except for the packaging. NOW is the time to buy if you have ever wanted various Adobe professional applications.

These products are sold online through academic reseller CDWG at [www.cdwg.com/csn](http://www.cdwg.com/csn). Following your online purchase, you will be required to provide a copy of your CSN employee ID or pay stub as proof of eligibility.

Because all purchases are **non-refundable**, follow these tips **BEFORE** finalizing your software purchase:

- Determine what software package best meets your needs and make sure your computer meets the minimum hardware requirements to run the software. Read "Which CS3 Do I Need" on CDWG's order page.
- Read the NSHE Adobe FAQ's and order instructions on the CDWG order page.
- Purchase both the software license AND the CD media.
- Verify you're purchasing the correct platform – Mac or Windows.

### TERMS AND CONDITIONS

Software is available for work-at-home use only. Faculty and staff may not sell or distribute this product. All other terms and conditions of the Adobe Student Licensing Program apply.

CSN does not make any warranty, express or implied, including the warranty of fitness for a particular purpose, or assume any legal liability or responsibility for hardware or software damage or loss of file integrity relating to the installation and use of this software. OTS does not provide support for home installations; instead, support is available directly from Adobe.

**This offer ends  
March 31, 2008.**

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AND STAFF THROUGH THE  
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