Computing Environment

A better computing experience starts with the computer. Fast, reliable computers are essential to almost every role in the university. For most of our customers, the usability of our computers forms their opinion of IT. The features and software we implemented made a positive difference.

Touch

The move to all-in-one, touch-screen computers began in 2012, but expanded in 2013. By the end of the year, nearly all instructor lectern PCs were all-in-ones. In our STCs, feedback from students was enthusiastic for touch.

Windows 8

Changing operating systems is disruptive. Yet Windows 8 offers enough benefits to make the transition worth the pain. Office 2013, coupled with touch screens, proved to be an asset for faculty in doing on-screen PowerPoint annotation.

Bit 9

IT eliminated a great deal of user frustration with the adoption of Bit9 whitelisting. It allows users to install, or update, pre-approved software on their own PC without Help Desk intervention, such as Adobe, Java, Apple, and others.
IU Print was developed to provide a consistent printing environment for students across all of IU. In the past, every campus handled student printing differently. Different rules. Different costs per page. Different allotments.

Teams from every campus collaborated on IU Print, which went live at the start of Fall semester 2013. New benefits included rollover pages, more color printing, and both duplex and legal-size printing. For the first time, students could stop print jobs at the release station that they didn’t want to print. This feature alone saved almost 90,000 pages in four months!

2,261,036 pages printed in 2013
89,205 pages saved in Fall 2013
8,335 pages = 1 tree = 10.7 trees saved

10.7 Trees were saved

Support
The user support team continues to improve our response to the growing needs of 6,733 students and 474 faculty and staff.

2013: 18 hrs
2012: 43 hrs
2011: 67 hrs

Avg. Hours to Close a Support Ticket

Call Tickets

Talisma CRM
The Talisma CRM provides a targeted way to communicate with potential and current students.

With IT’s help, Admissions sent personalized reminders to students who had not yet registered for classes. Talisma was used to reach out to prospective housing residents and even potential graduates.

The success of these campaigns illustrates the the vast benefits of using a CRM for constituent communications.

5,059
5,384
445

UIITS Support Center
IU Southeast
Passed back to IU Southeast

10,443 total tickets created
5,059
5,384
445

2013: 18 hrs
2012: 43 hrs
2011: 67 hrs

Rated 4.5 out of 5 satisfaction

4.5 satisfaction

Wireless

The wireless network was upgraded in summer 2013 to one of the most robust wireless environments available in higher education. All wireless access points were replaced, resulting in greater security, stronger signals, and improved connectivity on mobile devices when moving from place to place on campus.

AT&T Wi-Fi: Visitors to campus no longer connect to IU’s network, eliminating hassles with obtaining guest accounts. Instead, AT&T Wi-Fi service blankets the campus and is available to all visitors, such as library and conference guests.

IU DeviceNet: Lodge residents can now wirelessly connect personal media devices and gaming consoles to the Internet using IU DeviceNet. It’s a new UITS service that allows you to have full access to entertainment while still protecting the IU network.

Satellite TV for residents

IT helped with the vendor search and installation process for a new satellite television service for our lodge residents. More channels!

Up 25% every semester

The number of wireless devices on our network has been increasing by 25% every semester.

Web & Video

Rebranding our home

The web team completed an update of the campus home page to incorporate new IU brand standards.

Housing tour

A new video was produced to show off the 2- and 4-bedroom apartment configurations available in our lodges.

Holiday Tweets

The first campus Twitter page was launched just in time for the holidays to share IUS Greetings!

Classrooms

Many classrooms were upgraded from analog to digital widescreen. Two old technologies, overhead projectors and VHS players, were retired. New Blu-Ray players and touch-screen lectern PCs, with Doceri interactive iPad software, were added.

Knobview 011 was converted into an EagleEye distance learning room featuring a new two-camera technology. Modern Languages began teaching multi-campus classes here in fall 2013 with more on the way.

The Writing Center in Knobview 208 was redesigned with collaboration tables, touch-screen laptops, and a 70-inch interactive TV, allowing for a richer teaching and study environment.

In the Writing Center, interactive technologies gave students new ways to work together on writing assignments.
Using our newly remodeled space has proven very effective... the faculty and the students are much more excited about using our services, and our usage and reservation rate have gone up considerably...

Leigh Ann Meyer, Director
IU Southeast Writing Center