

Weber State University's IT'S NEWS

a monthly publication of the WSU Information Technology Division

UPDATE



Introducing Bret R. Ellis, WSU Vice President of Information Technology

The Information Technology Division introduces Dr. Bret R. Ellis who will be joining Weber State University as the new Vice President for Information Technology. Dr. Ellis brings to this position more than 20 years of university experience which will greatly benefit our university community.



Ellis, originally from North Ogden, is excited to return to northern Utah. Both his parents attended WSU. "It's a great university with a wonderful reputation for educating quality students in many different fields," Ellis said. "I've had association with many of the faculty and staff over the years and have thought this would be a great place to work."

Ellis plans to provide computing resources in an effective, reliable, sustainable and pro-active way to help the University move forward in this digital age. "Computers and information systems are nearly as important as air and water today," he said. "In higher education, we need to ensure that students, faculty and administration have access to ubiquitous computing resources."

"I'm very interested in online learning and want to be part of its continued development. I was very impressed by the University's 2030 Vision Statement and want to be a part of helping this be realized."

The author of two books published by Mitchell/McGraw Hill, Ellis earned his Doctorate in Information Systems and Computer Science from Brigham Young University. He holds Master's and Bachelor's degrees in Administrative Systems from Utah State University.

Dr. Ellis comes from Brigham Young University - Hawaii where til recently he served as Dean of the School of Computing and previously served as the University's Chief Information Officer.

Payroll Implementing Leave Tracker, September 1st

By Jennifer Evans, Office of Workplace Learning

Who will need training?

Every department currently receiving a paper absence report will need to have a "Leave Keeper" and a back-up person. Both will need to sign up for training and will then train their department employees. Training events will be available in Training Tracker. See the campus flyer for more information.

How the new system works:

The new system is a Windows-based, online tracking program for employees to report leave taken each month. It is accessible at work or from home via eWeber. Employees directly enter any leave taken. Leave Keepers then approve the time and submit it for processing into Banner/Lynx.

Additional benefits of the system:

Employees can also view University holidays, view and print leave reports and view policy information pertaining to leave types. Compensatory time will also be used and yearly sick leave conversion will take place within the new Leave Tracker system.

Questions concerning this system should be directed to the Office of Workplace Learning at 626-8534.

IT Service Desk Live Chat

By Judy King, Technology Services



The Information Technology Service Desk has added a new feature to the WSU Home Page: IT Service Desk Live Chat. The tool is still in it's "testdriving" stage according to Heidi Parker, IT Service Desk Manager. However, it provides a viable alternative to calling x7777 or submitting an online workorder for assistance.

The Live Chat line is attended by Technical Support workers that might normally answer workorder or Service Desk calls. The lines will be attended from 8am – midnight weekdays and on weekend days from 9am – midnight.

The chat tool application works best with an Internet Explorer browser. It does not work at all with the Safari web browser.

For more information concerning the IT Service Desk Live Chat, please e-mail to csupport@weber.edu or call x7777.

E-mail & FERPA Regulations

By Julie Park, Information Security Office

FERPA is the Family Educational Rights and Privacy Act of 1974, also known as the Buckley Amendment. The intent of the Act is to protect the rights of students and to ensure the privacy and accuracy of education records.

All enrolled students have been assigned an official university e-mail account known as their Wildcat e-mail, which ends in @mail.weber.edu. Faculty and staff should use this e-mail account to communicate with a student about their educational record.

However, faculty and staff should first encourage students to use authenticated systems (i.e., Lynx/Banner) or authenticated web services (i.e., WSUOnline) to look at their educational record and/or personally identifiable information.

According to FERPA, personally identifiable information in an education record may not be released without prior written consent from the student. Some examples of information that may not be released without prior written consent of the student are:

- Religious affiliation
- Citizenship
- Disciplinary status
- Ethnicity
- Gender
- Grade point average (GPA)
- Marital status
- SSN
- Student I.D. (W#)
- Grades/exam scores
- Test scores (e.g., SAT, GRE, etc.)
- Progress reports

Please exercise extreme caution when using e-mail to communicate educational records and ensure the e-mail is only going to the intended recipient(s). For more information about FERPA go to <http://departments.weber.edu/registrar/>

New Parking System

By Lisa Allen-Martinez, Parking Services

Parking Services is happy to introduce the campus to BossCars. BossCars is a parking management software system that provides many services and options to the campus community.

The most visible and utilized customer service applications are all available online through an individual's eWeber account. Individuals can make permit purchases, view and appeal outstanding citations, as well as pay for parking tickets at any time. BossCars also ties in with the Banner accounts receivable system. As permits are purchased and paid for, charges and payments post directly to your Lynx/Banner account.

Recently an online permit lottery was offered to senior students. About 700 seniors entered the lottery to purchase A permits. The success of this new system has ended the long lines and overnight camping at Lampros Hall to obtain A permits.

Adobe Software Licensing

By Louis Aponte, Computing Support Services

Computing Support Services has been working to rebuild many of our network-delivered applications. One of the processes required in this rebuilding effort is the review of all software licensing.

We were alarmed to find that the Adobe CS2 product suite was not being properly metered to campus users. The software has been available through the Applications Folder on the desktop for some time, allowing all Windows users access although there are actually a limited number of Windows licenses for campus users to share.

To correct the metering on the Windows side would require the purchase of approximately 2000 desktop software client licenses. Funding for this is not currently available. Various other licensing methods have been attempted without success in previous years.

Our Macintosh desktop clients have Adobe products deployed through the standard image and metered via our key server. Meanwhile, Windows clients in the Student Labs also included Adobe products without a metering solution in place.

To demonstrate academic integrity we have remedied this situation by: un-assigning all Novell Application Objects which install the Adobe products in question from staff and faculty (no longer appearing in the Applications folder).

The Student Affairs Academic Support Services have begun removing the CS2 product suite from their images, with all labs becoming compliant by the end of 2008. The Adobe products will be available through the Weber Virtual Lab or WVLs for faculty and staff.

For information on how to access the Weber Virtual Lab software, contact the IT Service Desk with questions regarding access to Adobe CS2 software at 626-7777.

Our newest series:

Who's On Desk!?

Jeremy Jackson



Jeremy has been working for the Information Technology Service Desk for about a year now.

He came to us from AOL and will be graduating in December with his Bachelor of Arts in History and Political Science. He is the calm and kind voice you will hear on the other end of the phone if you call at night. He enjoys helping people and it shows.