

New Director of Instructional Technology

Information and Instructional Technology Services is pleased to announce the appointment of Dr. Andrew (Andy) Brovey as Director of Instructional Technology Services effective August 10, 2009. Dr. Brovey received his Doctorate in Educational Technology from Lehigh University. Andy has over 20 years of experience in higher education including teaching, administration and professional development, working in several institutions of higher education, the most recent being Valdosta State University in Georgia. Andy has thirteen years experience designing and teaching educational technology courses, including site based, online and hybrid offerings.

In 2007 Andy was selected as one of twelve Apple Distinguished Educators from higher education, and was invited to work with a new group of educators at the ADE Institute in July 2009. Earlier this year he presented the first in a series of online faculty development sessions offered by the University System of Georgia Office of Faculty Affairs. Andy's new role here at Longwood will include man-

agement of staff for WMLU (91.3 FM), the Academic Computing labs, Multimedia Services, Desktop Support for both Mac and PC for faculty and staff, Faculty Development, and Classroom Support. Andy may be reached at extension 2730 or via email at broveyaj@longwood.edu. Please join us in welcoming Andy Brovey to the Longwood family.



Dr. Andrew "Andy" Brovey
Director of Instructional
Technology Services



Help Desk Hours Update

In August of 2008, Help Desk hours were extended to include evening hours Monday—Thursday and Saturday hours. Careful utilization statistics have been analyzed throughout the academic year and the Saturday hours have been terminated. User Support Services will maintain the evening hours until 9 PM Monday through Thursday.



Computer Lab Changes

No More Free Printing for Longwood Students:

As we are all aware, the State of Virginia is facing very challenging economic times. As a direct result of Longwood's reduced budget, **students will no longer have access to free printing in the academic computing labs or library.** Printing will still be available at the rate of nine cents per page for black and white and one dollar per page for color.

Lab Access:

To insure the safety of both Longwood students and equipment, effective August 15th, academic computing lab doors will remain locked at all times. Access to these areas will require use of your Longwood ID.

Lab Management:

The Information and Instructional Technology department is working to improve communication with faculty who conduct class in the labs. All lab stations have been numbered. A clipboard containing information regarding equipment taken out of service for repair has been placed at the instructor's console in each lab.



Student ID Change

In October, the format for the student LancerNet ID will change from the current abc123 format to lastname+first and middle initial (ex: smithja). Student's use the LancerNet ID to access Blackboard and the myLongwood portal and to register their computer on Longwood's network. This change does **NOT** in any way affect student Longwood email accounts. The new format provides a more personalized ID for students and allows for more efficient account management from IT.

Repairs on Personally Owned Equipment

Repairs on personally owned equipment (laptops, desktops, etc.) will no longer be performed by IITS. Work orders will be accepted for installation of software available via Longwood's Microsoft Campus Agreement (Windows, Office, Publisher, etc.). There are several factors driving this change. Offering repairs on personally owned equipment positions Longwood in competition with local businesses that provide these services. Additionally, repairs performed on non-Longwood machines are taxable income for the institution.

New IITS Work Order System

IITS is happy to announce the implementation of a new work order management system. The new system provides many benefits for **YOU** to include a website giving you the ability to:

Submit a work order online. The new site makes online submission quick and easy – you should give it a try! Simply visit <https://chinook.longwood.edu/User>, log on with your Longwood email address and LancerNet password (the same password that you use to log on to your computer), and click on Submit Work Orders.

View details, check status, and update your work order(s) online anytime. Your open work orders will be displayed when you log on to the system.

View your work order history. A history of all of your closed work orders is available to you on the site!

Access the Knowledge Base. Search our knowledge base for solutions to your technology problems. As we use the system, the knowledge base will grow with solutions specific to Longwood.

Additionally, you will receive an email notification when a work order is placed for you and when the work order is closed. The email will direct you to the website where you can access all of the work order details – to include the complete resolution!

Blackboard

As communicated at the end of the Spring semester, Blackboard was upgraded to version 8.0.375 in early May. This upgrade provides significant improvements to include a redesigned Grade Center and compatibility with Firefox 3 and Internet Explorer 8 browsers.

The most significant changes in the upgraded Blackboard system are those in the Grade Center. To view information on getting started with the new grade center please visit <http://www.longwood.edu/helpdesk/help/gradecenter.pdf>

Email

Disclaimers

Many users have added disclaimers to the end of their outgoing Longwood email. These disclaimers include varying forms of information regarding privacy and security. IITS is working with the Attorney General's office to develop a standard email disclaimer for use at Longwood. Further information regarding this disclaimer will be communicated in the coming weeks.