

About this Newsletter

The purpose of this newsletter is to provide information about initiatives and projects and to serve as a resource for the sharing of ideas, tips and tricks and everyday use of technology on campus.

If you have any suggestions, ideas or feedback about this newsletter, please email them to:
campustech@fhu.edu.

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Campus Initiatives

On March 21, 2011 it was announced that there would be few changes to the overall organization of the University's technology initiatives.

Of the immediate changes that took place, Mr. Mark Scott was named Vice President of Technology and Innovation. This new cabinet-level position will provide leadership for the areas of Information Technology (IT) and the Center for Instructional Technology (CIT). The purpose of these changes were to allow better support and services for the technology needs of the University as well as the QEP.

As part of our renewed effort in IT and CIT to provide state of the art technology and support to

students, faculty, and staff, it is important to let you know how you can best obtain help from our highly qualified staff.

One of the first lines of communication is our Online HelpDesk: **<http://helpdesk.fhu.edu>**

Our easy-to-use web interface allows our users to submit online tickets that are routed to the appropriate individuals within mere seconds. Use of this system also allows us to keep track of the types of issues and solutions, effectively creating a very useful knowledge base for future issue resolution.

You can also submit tickets to our system by calling x6111 or sending an email to **helpdesk@fhu.edu**.

Campus Projects

Information Technology has begun working on a set of initiatives that will help promote better business continuity practices for the university, increase data security and ensure that our critical systems are redundant.

While assessing our current risk factors and planning for proactive practices for data backup and restoration processes, it became apparent that the majority of what was to be accomplished followed closely to the ISO 27001/2 standard for information security.

More information about ISO 27001/2 can be found at:
<http://fhu.edu/s/x6YWs>

Here are a few of the items that are addressed in this standard:

Data security - this will help us protect our students, employees, donors and customers' personal data, such as social security numbers, birth dates and credit card information.

Disaster recovery - we will examine and test our disaster

recovery plans, not just for IT, but for the entire university.

Business continuity - ensuring that our lines of communication remain open even in the event of email, internet connectivity, telephone and cell service outages.

Credit card regulations - many of ISO 27001/2's standards parallel the Payment Card Industry's requirements for credit card processing and data security regulations.

Faculty Highlight: Dr. David Powell

Training young preachers to go forth and preach the Gospel is a passion for Dr. David Powell. David teaches both graduate and undergraduate students in the School of Biblical Studies and faces the same challenges that other faculty face on a daily basis. The challenge of teaching a hybrid graduate course on Expository Preaching proved to be daunting. However, David approached the technical challenge with the same passion he exhibits for teaching. David considered how technology could help him meet the challenges of a hybrid class and integrated WebEx - a group collaboration tool - into his pedagogy.

David states that, "WebEx has been a wonderful success". His class is comprised of traditional and online students, and WebEx has allowed his students to seamlessly interact with one another. During the sessions, online students can "raise a virtual hand", ask questions, chat with one another and the entire class has an opportunity to respond. Students can deliver sermons to the class regardless of their location and

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**Dr. David Powell,
B.A., M. Th., D. Min.**

Assistant Dean of the School of
Biblical Studies

receive the same interaction and engagement from their instructor and fellow students. David states that, “without WebEx, this level of interaction would not be possible.”

As with any technology, David says there are challenges. He worked closely with Patrick Bolton, CIT Instructional Technologist, to educate himself in the use of WebEx. David’s knowledge of WebEx is increasing, and he is constantly looking for new and better ways to deploy it. The IT department recently installed new equipment in GC 210 that supports the functionality of WebEx. David states that classroom layout and quality and quantity of equipment (web cams, microphones, etc.) are critical in conducting a successful WebEx session.

WebEx is a powerful group collaboration tool that allows a faculty member to conduct online lectures, share content with students, and collaborate on work in a live setting. WebEx may be used to invite guest speakers to class, participate in remote webinars, and engage in many other forms of collaboration. It also allows a faculty member to record his or her session and share the recording with students for future reference. Hence, the recorded session becomes new content for the class.

David looks forward to using WebEx in other classes and encourages faculty members to consider this innovative tool for integration into their courses in the future.

Tips and Tricks: An Introduction to Google Docs

Each newsletter features different topics in order to give faculty and staff more familiarity with the technology that we use each and everyday.

Google Docs is a Google Apps component that allows you to create and share word processing documents, spreadsheets, presentations and survey forms.

You can access Google Docs from your FHU Gmail account by clicking the “Documents” link in the top, left corner of the screen. The following are some benefits of using Google Docs:

- Secure online storage and auto save ensures that your data will not be lost due to hard drive failures.
- Your files are always accessible from any computer with an internet connection and a standard browser. To access them, simply login to your FHU Email account to gain access.
- Easily collaborate and share documents with others when working on group projects.
- Edit documents with others in real-time. This eliminates the need to email a document from person to person and ensures you are working with the most current document. Documents also have a revision history that allows you to see which collaborator made specific changes to the document.
- You can upload Word and Excel documents to Google Docs. You can even upload entire folders from your desktop.

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The links below provide detailed information about Google Docs and how to use each application:

Overview of Google Docs:

<http://fhu.edu/s/c3CSq>

Learn more about Google Docs:

<http://www.youtube.com/docs>

Google Docs Help:

<http://docs.google.com/support/>

Google Docs for Education:

http://www.google.com/educators/p_docs.html

If you have any requests for future items to be covered in our Tips and Tricks section, send an email to campustech@fhu.edu.

Blackboard Maintenance

Our Blackboard Learn system will undergo necessary maintenance for upgrading our server operating systems this summer.

Unfortunately, there is potential for this upgrade to take a significant amount of time to complete, so this has been scheduled for **Sunday, July 24, 2011 through Saturday, August 6, 2011**.

During this two week period, Blackboard Learn will not be available for use.

Our IT department will work diligently to bring the servers back online as soon as possible, however, it is recommended that you plan on the system being unavailable during the two week period specified above.

We will notify our faculty and students with updates regarding this important upgrade to our Blackboard Learn system.

Must Have App

Here is our current "must have app" for this edition:

Doceri for the iPad

Doceri (pronounced doh-SAIR-ee) is the ultimate tool for presentations and lessons in the classroom. You can control your Macbook with an iPad and have an interactive whiteboard all from a wireless connection with Doceri. This is a perfect tool for delivering information in the classroom.



You may access this app via iTunes:

<http://fhu.edu/s/d5K6J>

If you have any suggestions for your favorite apps to be included in future newsletters, please send an email to: campustech@fhu.edu.

Feedback

The publication of this newsletter is a joint effort between the Information Technology Department and the Center for Instructional Technology.

Did you find the information contained in it useful? Are there things that you would like to see addressed in future newsletters?

Let us hear from you.

You can contact us by sending an email to:

campustech@fhu.edu

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