

NMSU Las Cruces Campus
Student Technology Fee
Annual Report
FY 2013-2014



I. Contents	
II. About the Las Cruces Campus Student Technology Fee.....	3
III. Introduction.....	4
IV. Connectivity.....	5
Expanded Wireless Areas	6
Modem Pool.....	8
Student Network Connectivity.....	8
V. Physical Infrastructure	8
Student Lab Improvements.....	8
Williams Hall Labs Opened 106A and 107C.....	9
Computer Center General Use Stations	9
ICT Computer Equipment Rental Program.....	9
Aggie Print.....	10
Classroom Technology Improvement.....	11
VI. Virtual Infrastructure	13
myNMSU Student Portal Services.....	13
Learning Management System Support.....	14
Student Lab Software.....	14
VII. Support Services	15
ASNMSU Elections	15
Help Desk Hours.....	15
Student Government Computing Support.....	16
Student Technology Communication.....	16
Emerging Technology Support	16
Digital Signage.....	17
NMSU Online Course Improvement Program (OCIP).....	17
Student Services Support	18
Student Help Desk Support Coordinator	18
Lab Associates	18
Lab Coordinator	19
Student Technology Coordinator	19
Marketing Communications Writer	20
Technology Advisor (Communication Specialist).....	20
Project Specialist for Student Technology	20
ICT Leadership Team	22

II. About the Las Cruces Campus Student Technology Fee

In 2004, the Board of Regents approved the New Mexico State University (NMSU) Las Cruces campus Student Technology Fee (STF) as part of tuition and fees. The funds provided by this fee helped to support the ongoing and growing demand for a robust technology infrastructure while making a variety of technology services affordable and NMSU Las Cruces students. The Student Technology Fee became part of the University fees and tuition at the Las Cruces campus starting in fiscal year (FY) 2004-2005.

In its first year, the Student Technology Fee was set at \$20 a semester per student, resulting in a total of \$516,000 that was allocated to expanding core information technology (IT) services needed for students. The core IT services included:

- Addition of high-availability computing labs
- Extension of help desk hours
- Creation of a free modem pool
- Expansion of student-beneficial wireless zones and other networking infrastructure
- Extension of e-services
- Addition of web conferencing
- Addition of new Banner components
- Extension of software licensing to students
- Expansion security and compliance projects

With each subsequent year, additional services were offered or existing services were enhanced. This included upgrades to campus wireless, printing services, computer equipment rentals, multi-use computing areas, and expanded access to discounted software. To cover the cost of the additional or expanded services, by FY 2010, the STF fee had increased to \$67 per semester.

STF Fee Oversight

When the Student Technology Fee was implemented, a committee of students was formed to help provide direction and serve as a student governing body that would influence how the appropriated fee funds would be allocated to new IT projects and services important to students. This committee is known as the Student Technology Advisory Committee or STAC. STAC was formed under the direction of the University's Chief Information Officer (CIO) and is made up of student representatives from each of the NMSU colleges. Each student representative serves on the committee for up to two years.

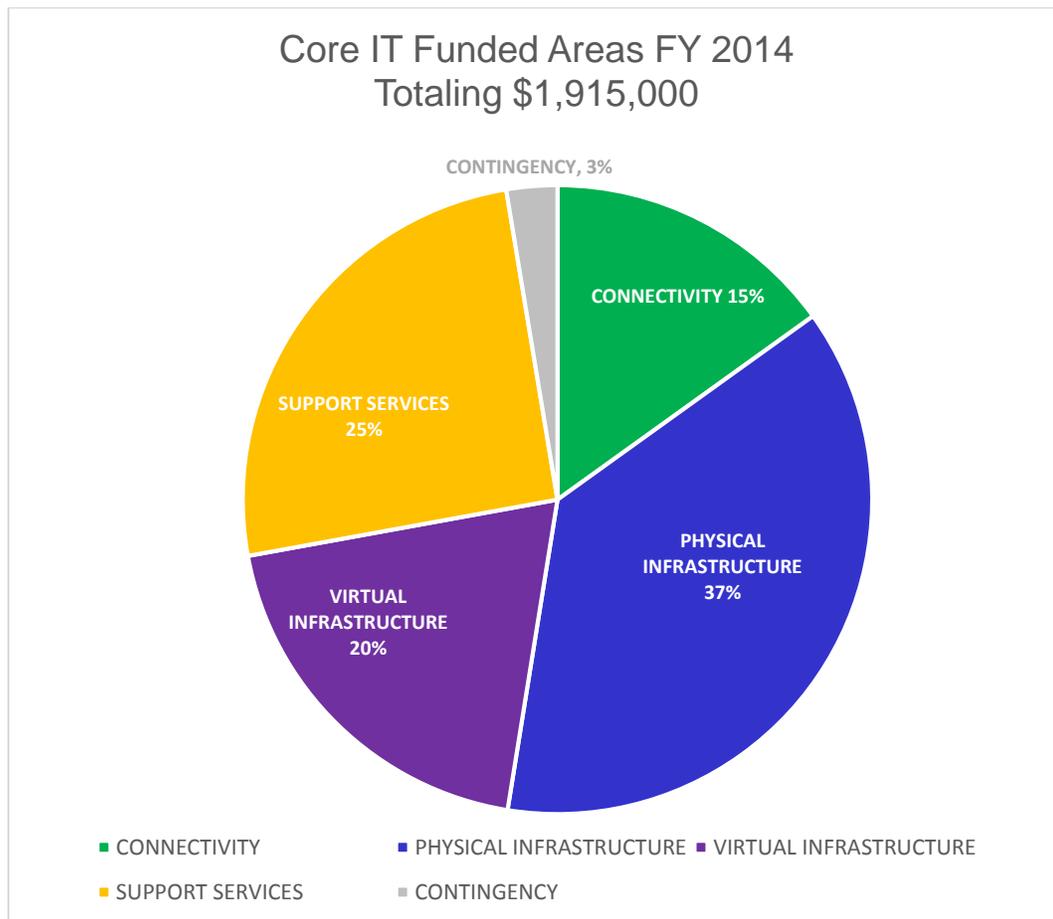
Throughout the academic year STAC works to ensure that student voices are heard on all issues related to technology services that are wholly or partially funded by the STF. STAC helps identify technology needs of the NMSU students and recommends new technology projects. STAC provides insight on student perspectives and experiences as it relates to information technology both on and off campus. STAC continues today in driving initiatives in technology through its support of new technology projects and improvements to existing services.

NMSU's ICT department relies on STAC to advise it on actions that impact new and existing technology services and actively involves the committee on important IT decisions as those decisions impact the students of NMSU.

III. Introduction

This report describes the activities and functions supported by the main campus Student Technology Fee (STF) funds, which have been instrumental in funding the technological requirements of the University. The total funds requested for FY 2014 was \$1,904,000 per the request of STAC. The final allocated funds for FY 2014 from the Student Fee Review Board and Board of Regents was \$1,915,000. Each funded project is categorized under one of four core IT funded areas: connectivity, physical infrastructure, virtual infrastructure, and support services.

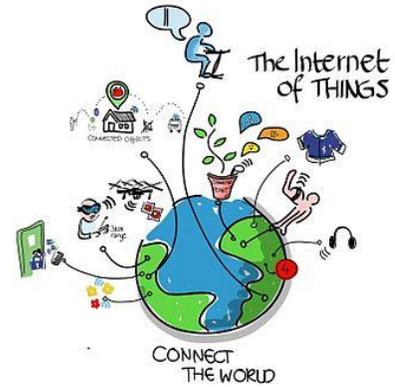
The funds received as a result of the Student Technology Fee area allocated to specific projects and services within these areas, such as classroom technology, printing, software, and wireless. Background information on the technology services benefiting from these funds and the outcomes of these investments are reported each year through the Student Technology Annual Report.



Connectivity	Physical Infrastructure	Virtual Infrastructure	Support Services
Wireless	Classroom Technology	myNMSU	Help Desk
Wired Connections	Wireless Lounge	Learn.nmsu.edu	Equipment Rental Program
Modem Pool	Computer Labs	App Development	Support Staff
	Servers	Software	New or Emerging Tech Projects
	Aggie Print	Anti-Virus	Services Marketing

IV. Connectivity

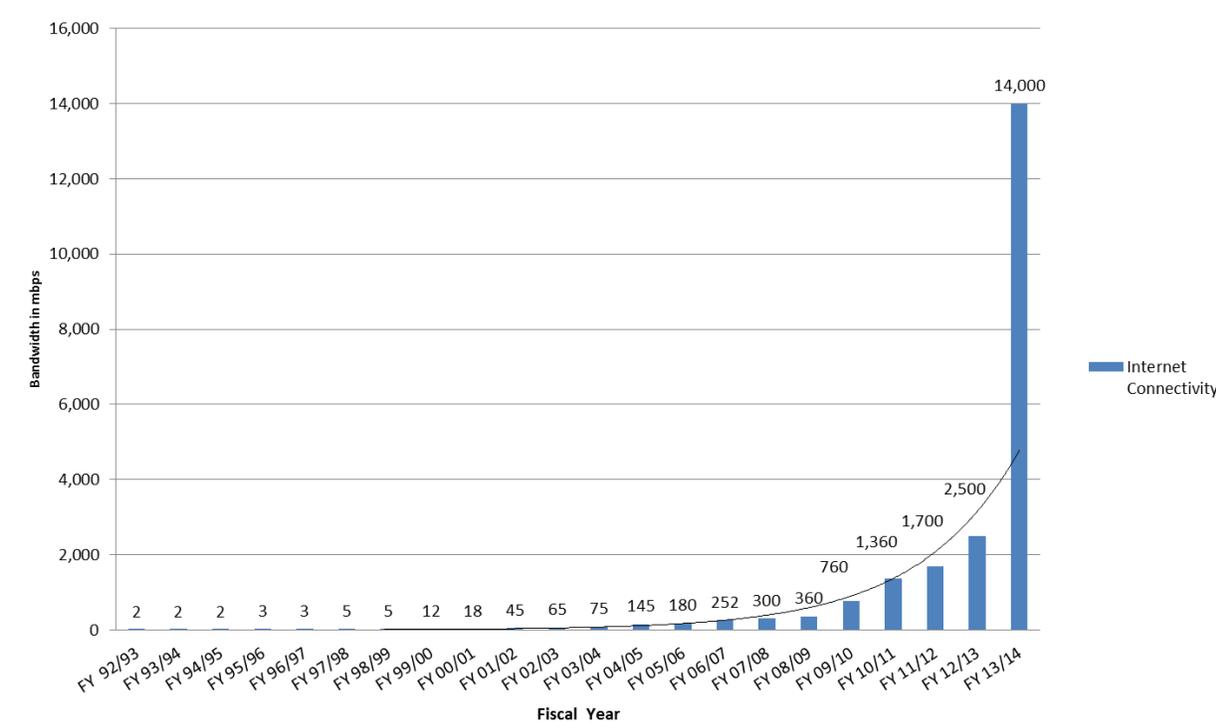
ICT continually monitors network usage to ensure that network services meet the demands of the NMSU community. In large part, network demand is measured by the number of connected devices and the bandwidth consumed by the devices on the NMSU network. Connected devices may range from handheld devices (e.g., smartphones, tablets, laptops), gaming consoles, media streamers, televisions, vending machines and a host of other internet-enabled devices. Each year, students bring the latest internet-enabled technology to campus with the expectation that the technology will be able to seamlessly connect to *AggieAir*, NMSU's network.



The highest number of devices connected to the NMSU network occur in early fall and spring. In particular, as a result of the Christmas holiday, network demand jumps in early spring as students return to the university with gadgets and devices that were gifted to them over the holiday.

Network Growth can also be observed over the years. Significant change increases can be seen over the start of the Student Tech Fee in FY 2005. See *Figure 1: Network Usage Growth in Mbps (megabytes per second)* below for bandwidth consumption by devices connected. In FY 13/14 network usage grew by 11,500 Mbps.

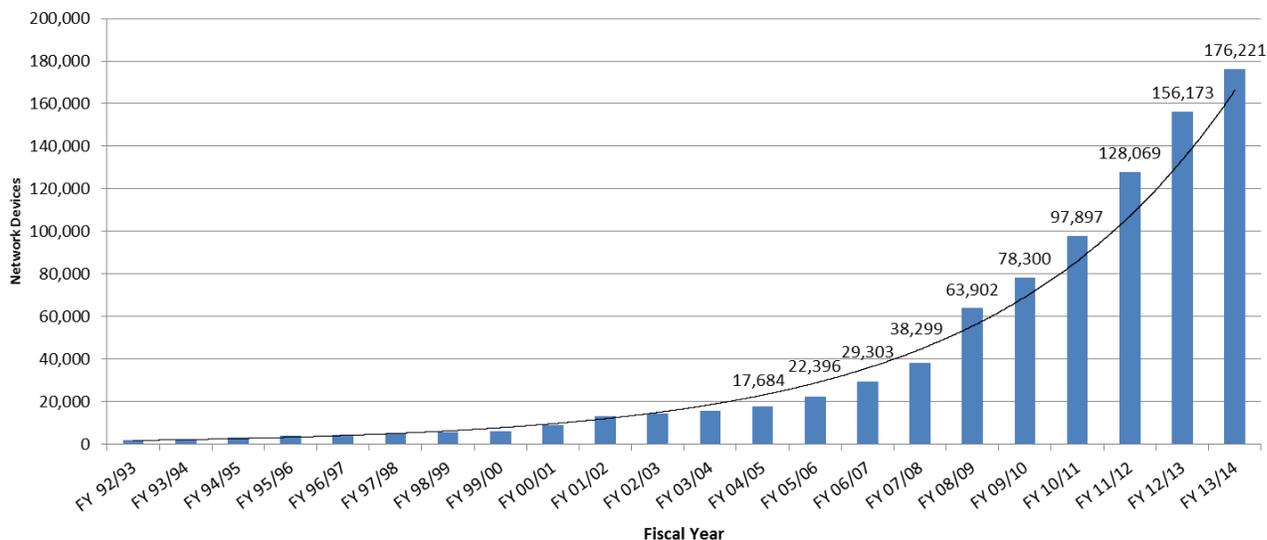
Figure 1: Network Usage Growth in Mbps (megabytes per second)



Growth in the infrastructure technology that provides internet services to students, whether wirelessly or wired, is a necessity that is driven by ever increasing bandwidth consumption, greater number devices attached

to the network, and other correlated factors. In *Figure 2: Connected Devices*, growth over the years in number of devices connecting to AggieAir can be seen.

Figure 2: Connected Devices



In FY 2014, devices connected peaked at 176,221 an increase of 20,048 devices over one year. Bandwidth consumption continues to out-pace number of connected devices growth. Other correlated causes of increased bandwidth consumption include the types of media being accessed on online, such as: rich text, video, and other online content being streamed. Ensuring a reliable network requires that user trends are accurately predicted and funding is available for expansion.

Expanded Wireless Areas

Wireless connectivity continues to be a focus area for students at NMSU. Each year, ICT evaluates the newest releases of wireless technology solutions and continuously works toward incorporating the new technology into its network offerings. Student support through STF funding has made it possible for NMSU to provide a reliable wireless network for the students of the university. Since wireless internet access on campus was introduced, it has substantially impacted how people are connecting to the NMSU network and the internet beyond, and has become an essential part of the NMSU experience inside and outside of the classroom.

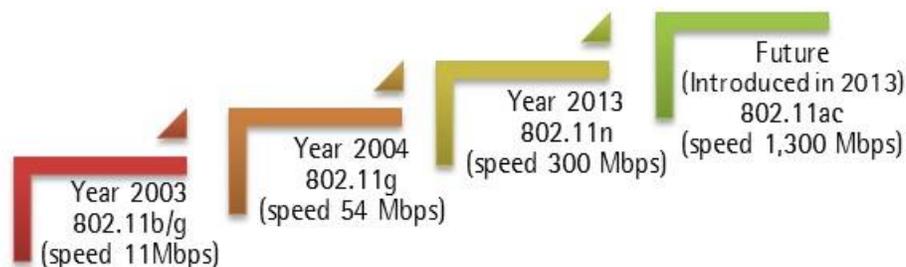
Recent trends indicate that while fewer students and staff are arriving on campus, the number of network-connected devices per person is increasing. It has been estimated that, on average, the number of devices per student has grown from four in FY 2013 to five devices in FY 2014. In FY 2014, on average over 8,000 unique users were connected to the wireless network each day.

The increase has driven a continued focus on improvement of the wireless signal in existing high student usage areas, such as: lobbies, classrooms, outdoor areas, and many open spaces. Each year, ICT expands wireless into new areas where AggieAir (NMSU wireless network) previously did not exist or areas where wireless signal (AggieAir) did not reach, while continuing to maintain existing wireless areas.

In an effort to keep up with the plethora of devices accessing NMSU’s AggieAir, wireless access points have continuously been added to high usage areas on campus. Refer to *Figure 1: NMSU Access Point Technology Upgrade History with Cisco* below for a timeline on Cisco’s wireless technology evolution. In order to meet the demand for increased bandwidth, NMSU must continually upgrade its wireless network with the newest wireless technology. With new technology, new technology standards are put in place. Often, older network

technology in use at NMSU is not compatible new technology standards, requiring the replacement of existing network equipment.

Figure 1: NMSU Access Point Technology Upgrade History with Cisco



Currently, ICT’s goal is to replace older access points from 802.11n to meet the latest industry standard of 802.11ac. 802.11 ac phase one is the latest version released. Phase two and three are expected to be the new industry standards coming out soon. NMSU will begin moving toward the latest technology as it is released. In FY 2014 of the 980 access points on campus, there were approximately 100 access points that were 801.11 ac phase one technology. The majority of access points are 802.11n, the generation released in 2013.

In FY 2014, as wireless usage continued to increase in known high usage areas, so did the number of newly added wireless locations. See *Table 1: Wireless Locations Improved FY 2014* for those areas where wireless connectivity was improved or newly installed. A total of 980 APs exist across NMSU campus, providing indoor and outdoor wireless.

Table 1: Wireless Locations Improved FY 2014

Area	Proposed By	Work Type	Status
English Building	ASNMSU Senate	New Install	Complete
ROTC building	ICT & Other	New Install	Complete
Aggie Express	STAC	Update	Complete
Hardman Hall 106	STAC	Add APS	Complete
Animal Care Facilities	STAC/ASNMSU	New Install	In Progress
Chamisa Village	STAC/ASNMSU	New Install	Planning (phase 1)
Garcia Hall Rooms	STAC/ASNMSU	New Install/ Infrastructure for APS	Planning (phase 1)
Greek Housing	STAC/ASNMSU	New Install/ Infrastructure for APS	Planning (Phase 1)
Piñon Hall Rooms	STAC/ASNMSU	New Install/ Infrastructure for APS	Planning (Phase 1)
Piñon Hall (outdoor patio)	ICT & Other	New Install	Planning
Preciado Park	STAC/ASNMSU	New Install	Deferred

The prioritized budget for wireless projects, seen in *Table 1: Wireless Locations Improved FY 2014* was \$218,959 from STF funds. Maintenance for existing access points accounts for approximately 10% of the total cost of the wireless network.

Each year, the primary concern raised by students and STAC is the lack of wireless access in the student housing dorm rooms. Wireless is currently prevalent in dorm lobbies and many outdoor areas of student housing. Internet access in dorm rooms and other housing units is available by wired connections (Ethernet and DSL). Currently, there are no long-term plans to resolve the issue of wireless accessibility in dorm rooms or a prioritization set by NMSU due to availability of funds. Meanwhile, limited STF funds are matched with other central IT funds to significantly advance wireless accessibility throughout the rest of campus.

To see a complete list of the [wireless locations](#) on the studenttechn.nmsu.edu site.

Modem Pool

Dial-up access to the NMSU network and internet has been a service funded by the STF since its inception. The no cost service has been available to any student, staff, or faculty person with a modem. Over the years, as lower-cost/better performing connectivity alternatives have been made available, the number of modem pool users has steadily declined. Funds allocated to continue the modem pool service amounted to a fixed rate of \$50,040; a marked decrease compared to FY 2012. Usage of the modem pool has remained stagnant over the last few years at approximately 250 student users as compared to the 7,000 unique users daily of the NMSU network. The declining usage trend accelerated when AggieAir was made available across campus. The costs associated with providing this service to a small number of users does not justify the resources required for maintaining the service. In FY 2014, the modem pool dial-up service was discontinued. The final costs incurred for phasing out the antiquated technology for the year was \$12,500.

Student Network Connectivity

At the end of FY 2014, there were 161,823 devices connecting to the Las Cruces campus network (wired and wireless). Connected devices ranged from lab computers, phones, gaming consoles, coke machines, and any other internet-enabled device used on campus.

ICT charges a communication rate of \$18.50 per month to any departments connecting to NMSU's network, labs under contract receiving support from ICT, and for the ICT Computer Labs, and public-use stations. The communication is referred to as the Student Network Connectivity fee within the STF budget. The STF funds allocated to the Student Network Connectivity Fee totaled \$59,733.72 for 369 public-student lab computers in FY 2014.

For general [ICT computer lab](#) information and a campus map, visit studenttech.nmsu.edu.

V. Physical Infrastructure

Student Lab Improvements

Student Lab Improvements are ongoing operational costs of the ICT Computer Labs and the Computer Equipment Rental Program that are solely funded by the STF. Funding for the activities covers the cost of computer equipment repairs, equipment replacements, software updates, equipment maintenance for the ICT computer labs and general use stations, and rental program equipment purchases. In addition, this funding supports the salaries of 13-14 student staff (lab associates), lab coordinator, and lab services-related marketing efforts. See *Student Support Services* for more information lab associates and lab coordinator positions.

Each year funds are set aside for improvements to existing labs and services. This fiscal year, newly funded lab projects included the development of the William's Hall Annex labs that were created in response to the loss of the Jacob's Hall computer labs, wireless lounge, and computer classrooms. In addition, funding was allocated to improvements to the Computer Center general use station area located in front of the Help Desk and the Computer Equipment Rental Program relocated from Jacob's Hall to the ICT Computer Center Customer Service Offices. The total STF funding allocation for these projects for FY 2014 totaled \$303,881.

Williams Hall Labs Opened 106A and 107C

In 2012, General Obligation Bond C was approved. The bond allocated funds for the renovation of aging infrastructure on the NMSU campus that included Hardman Hall and Jacob's Hall. The two buildings housed some of NMSU's largest general teaching classrooms and the largest student computing lab on campus. -Once complete, the renovation will merge the two halls and will be known as the Hardman and Jacobs Undergraduate Learning Center. The learning center, which is scheduled to be reopened in the fall of 2015, will contain newly renovated spaces, classrooms with enhanced technologies, computing labs, and Help Desk.

To mitigate the impact to students because of the renovation activities, new computer lab spaces were opened in Williams Annex (Art Department building) in room 107C and 106A. Security cameras were added to these labs and a WEPA print station was stationed in the PC lab. Once the Hardman and Jacobs Undergraduate Learning Center is opened, control of the lab spaces will revert back to Art Department.

Computer Center General Use Stations

As part of the continuous lab improvements, new chairs replaced the old ones at each of the computer stations in the Computer Center general use station area. This space is one of many general use areas maintained for student use by the ICT Computer Labs staff. This area is generally a quiet area for students to work during open building hours and is accessible after 5 pm most evenings. The Help Desk is located in close proximity to the computer stations

ICT Computer Equipment Rental Program

The Computer Equipment Rental Program was created to provide students with a low-cost alternative to owning expensive computing devices. Equipment rentals may be checked out for short-term or long-term use. Short-term rentals range from one day to one month, while the duration of long-term rentals can be for as long as a semester. Most equipment can be rented for one day free of charge to students. For extended periods of time, rental charges range from \$10 a week to \$100 a semester.

The rental program was started as a result of the Student Technology Fee that funds this program. The rental program has also been made available to NMSU staff and faculty at a low cost. The funds allocated to continue the rental program each year help with equipment replacement costs and other operational expenses related to equipment maintenance.

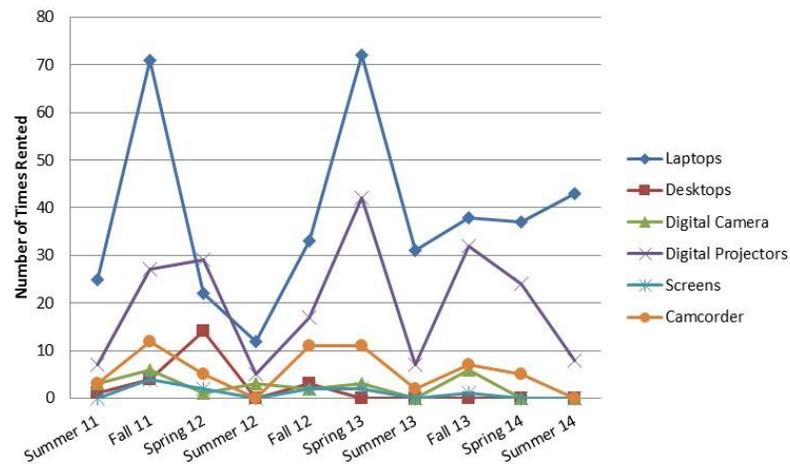
The types of equipment available for short-term and long-term rentals include: desktop personal computer, laptop personal computer, digital projector, digital camera, and digital camcorder. In FY 2014, five laptops and several cases and covers were purchased for the rental program located in the ICT Computer Center and Zuhl Library.

An extension of the ICT Computer Equipment Rental Program is the Library Laptop Checkout Program. This short-term equipment checkout program began as a pilot in fiscal year 2011. Due to the increased number of checkouts, the program has grown from five laptops in the initial pilot to 10 laptops and now has expanded into the Branson Library.

The number of times equipment is rented from the ICT Computer Equipment Rental Program is tracked to determine equipment needs each year. In *Figure 2: Short-Term Equipment Rental Program Summer 2010 – Summer 2014* the rental trends for each type of equipment are depicted and show the demand for rentals have slightly declined. Summer rental numbers drop significantly with fewer students checking out equipment from the program, as compared to checkouts during the semesters. Overall, rentals have declined during the fiscal

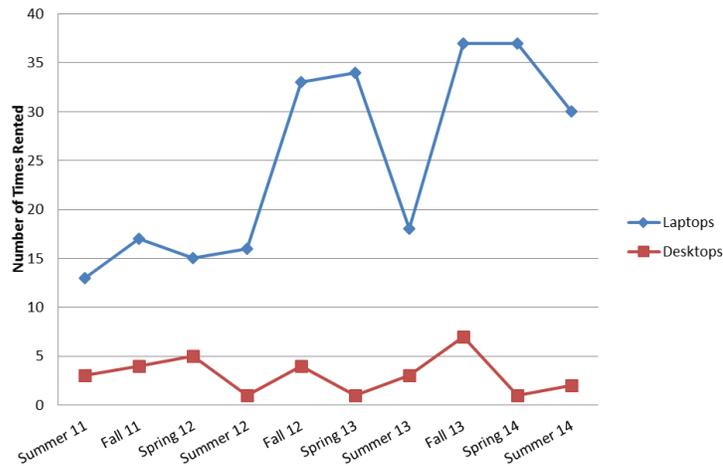
year. The overall decline may be attributed to the temporary relocation of the rental program office that is the result of the Jacob's/Hardman Hall renovation project.

Figure 2: Short-Term Equipment Rental Program Summer 2010 – Summer 2014



In Figure 3: Long-Term Equipment Rental Program for Summer 2010 – Spring 2014 laptop rentals continued to exceed desktop rentals over the semesters and the gap between the two types of computers is growing. This is expected to continue as mobility is becoming increasingly important to students.

Figure 3: Long-Term Equipment Rental Program for Summer 2010 – Spring 2014



To learn more about the ICT Computer Equipment Rental Program visit: <http://studenttech.nmsu.edu/rentals-2/>.

Aggie Print

In Spring 2007, NMSU implemented a print management program known as Aggie Print. The Aggie Print Program started as one of the University's sustainability projects. The program made it possible to create printing accounts that could be recharged during the course of the semester.

At the beginning of each semester, free printing allotments are provided to students. The allotments range from \$20 for full-time students and \$10 for part-time students. Students with NMSU Student ID cards, also known as Aggie IDs, may use allotted funds for printing at any printing station or kiosk.

Since 2012, two printing options were made available in computer labs and near popular general use across campus: Pharos and WEPA. The newest of the two printing systems, WEPA (Wireless Everywhere Print Anywhere) kiosks are installed in high traffic computing areas to provide enhanced printing features and flexibility.

By having the Aggie Print Program in place, students have shown to be more conscientious of their printing habits and have increased their use of the printing system by an estimated 75%. More students are adding money for printing on their Aggie IDs, which creates an additional fund source for the Aggie Print Program. By using the print stations, students save money on printing and NMSU saves paper, toner, and other maintenance costs.

There are a total of 18 WEPA and Pharos printing stations across campus. The most popular printing stations are in Pete's Place, Corbett Center 1st floor, and Zuhl Library. It is expected that more print stations will be added in the future as labs are updated. The total cost of funding the Aggie Print Program for FY 2014 was \$107,045.

For a list of Aggie Print stations visit, <http://studenttech.nmsu.edu/aggie-print/>

Classroom Technology Improvement

Classroom Technology plays a vital role in the overall quality of the academic experience for students on campus. With support from the Student Technology Fee funds and central funding, a total of 169 teaching spaces were either updated or had maintenance done over FY 2014. Teaching spaces include classrooms, conference rooms, and any other space on campus used for instruction of NMSU courses. For the fiscal year, 82 teaching spaces were upgraded and another 87 underwent some form of maintenance.

NMSU has centrally funded a \$100,000 allocation for upgrades to centrally scheduled teaching spaces. Upgrades to existing teaching spaces are carried out every four years. If, during that time, maintenance is required, then the STF covers the maintenance costs. This cost sharing model was established to help ensure that the number of technology-enabled teaching spaces at NMSU would continue to grow. Of the technology-enabled teaching spaces for FY 2014, 89 are centrally scheduled and supported by the STF funds.

Upgrades and updates to teaching spaces include replacement of old equipment and the introduction of technology to spaces where technology did not previously exist. Typical maintenance includes the replacement of projector light bulbs, video switches, or any work needed to existing equipment to make it operational.

In FY 2014, a total of 253 teaching spaces were built to a "standard" specification for a technology-enabled classroom. The standard build for a technology-enabled classroom includes a teacher computer station with a laptop connection, document camera, wired and wireless network connections, DVD/VCR combo, speakers, and desktop computer. In some of the standard teaching spaces a microphone and camera is included.

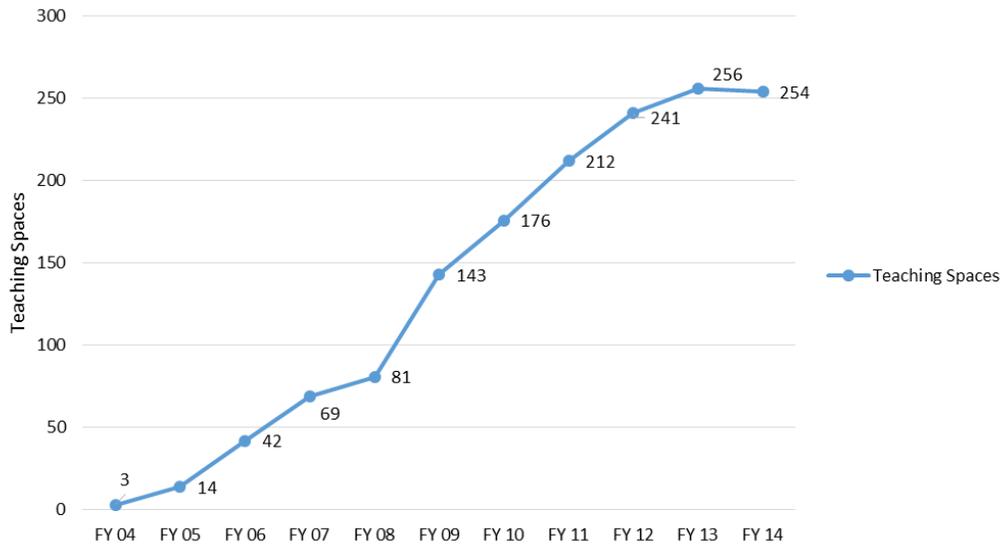
This year, 17 teaching spaces have been equipped with a recording camera and microphone that will be used with the new video lecture capture software known as Panapto. Panapto is a software-based video capture system that is lower a cost alternative to Mediasite, which was the previous video capture system used at NMSU. As a software-based system, Panapto requires minimal equipment for video capture and streaming, and can be easily setup and used at almost any location.

At this time, Panapto can be accessed in the following locations: Milton hall 81 and 50, Business Complex 106, Gerald Thomas 183, O'Donnell 27 and 104, Science Hall 108 and 109, Health and Social Services Building (6 rooms), Jett 283, Music Building, Thomas and Brown 304, and Regent's Room.

The growth in the number of technology-equipped teaching spaces built from the time the STF was adopted to present day (FY 2004-2014) can be seen in *Figure 4: Increase in Standard Teaching Spaces*. In FY 2014, there was a decline in the number of technology-enabled teaching spaces due to the number of building renovations and construction projects that occurred at NMSU during the year. Hardman Hall is an example of one building where teaching spaces were because of construction.

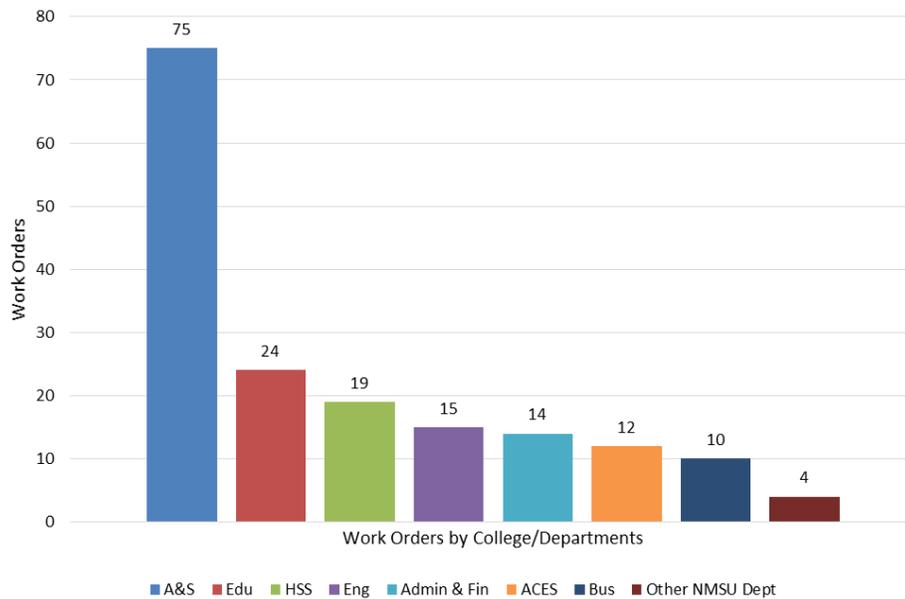
Starting in fiscal year 2013, any new teaching space with the standard technology build will be equipped with cameras, microphones, green projectors, and upgraded control panels.

Figure 4: Increase in Standard Teaching Spaces



A breakdown of the work orders organized by college where technology enhanced teaching spaces were upgraded or had ongoing maintenance performed is shown in *Figure 5: FY 2014 Work Orders by College/ Department*. The College of Arts & Sciences was the most active in enhancing technology-enabled classrooms. The category “Other” in the graph includes smaller rooms and conference rooms which are not funded by STF funds, but may be used as teaching spaces. Classrooms benefiting from the STF Classroom Technology funds each year are those classrooms where the department/college or any other University funds are matched in order to address the computer technology needs of the classroom. Classrooms classified under the “General” category are classrooms located in buildings where general courses are conducted, such as: Hardman Hall, Monagle Hall, and Garcia Hall and are associated with a department other than the colleges shown on the graph below. These classrooms are used by multiple colleges and departments and may be scheduled by the Registrar’s Office or by a college/department.

Figure 5: FY 2014 Work Orders by College/ Department



For more information on ICT's Classroom Technology department, visit: <http://classroomtech.nmsu.edu/>

VI. Virtual Infrastructure

myNMSU Student Portal Services

myNMSU portal allows students, faculty, and staff to access their respective student and employee information online. It is also the central location for students to access class registration, email, and personal student information. Yearly promotional activities inform students of the services and features of myNMSU that will be beneficial for their college experience at NMSU. Efforts to communicate these services include: weekly information tables, special group and department presentations, disbursement of flyers and other marketing materials, and news releases. See section *Student Technology Communication* for other promotional and communication activities.

At the end of FY 2014, the University's email system was upgraded to Microsoft Office 365 ProPlus. With the upgrade, the Student Advantage ProPlus program was offered to students at no cost. The Student Advantage ProPlus program is user-based service that allows each active NMSU student to download and install the full version of Microsoft Office products to their personal computers (PC or MAC) or mobile devices. Students can download to five devices the following Office software: Word, PowerPoint, Excel, Outlook, OneNote, Publisher, Access, and Lync.



These software offerings came as the second phase of upgrades with the myNMSU portal. Other upgrades included Skydrive to OneDrive with a storage capacity of up to 25 Gigabytes.

During this year the NMSU mobile application (app) continued to be developed and tested. The new release date of the mobile app is expected in FY 2015. What makes the mobile app unique and more useful in comparison to many University apps is its functionality and how it incorporates features from myNMSU

online. Campus EAI, the provider of the myNMSU portal, was contracted to develop the first official NMSU campus mobile app. Once implemented, the app will enable students to access mobile friendly NMSU sites and student account information. App development and support was contracted in FY 2013.

STF funding allocated to the myNMSU portal services for FY 2014 amounted to \$114,548 for these projects. For more information about myNMSU, visit: <http://studenttech.nmsu.edu/mynmsu-office-365/> or <http://my.nmsu.edu>

Learning Management System Support

ICT, in collaboration with the, Learning Management System (LMS) Team, and the Instructional Innovation and Quality (IIQ) department, which provides technology support for faculty, implemented a course evaluation solution. The solution was integrated directly into NMSU's learning management system known as Canvas. The new LMS went into full scale production starting Fall 2012 and is under contract until FY 2015.

Throughout FY 2014 the LMS Team worked on many projects for improving the learning management service for students, faculty, and administrators. Examples of projects included, working with the NMSU leadership committees, such as ADAC (Associate Deans' Academic Council) on establishing practices for proper record archiving of all academic courses in Canvas, implementing a new landing page for the Canvas login site at learn.nmsu.edu, and re-evaluating tools and add-ons used in Canvas, such as SoftChalk.

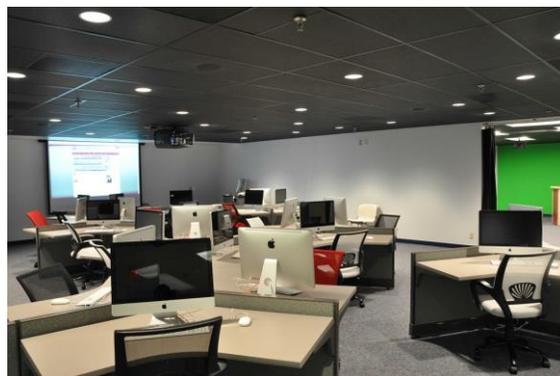
STF funds allocated to LMS projects, software and applications used in Canvas, and training and support totaled \$180,787 for FY 2014.

Outreach by the Technology Advisor included promotional activities of services and public service announcements using campus communications about new features and updates within Canvas. Other promotional activities about Canvas were included in other places, such as Technology Day. For more information about communications, see the *Student Technology Communications* section.

For more information on NMSU's learning management system, visit: <http://learn.nmsu.edu> or <http://studenttech.nmsu.edu/learnnmsuedu/>

Student Lab Software

Each year, software in the computer labs is evaluated to ensure that it meets the needs of NMSU students. The evaluation includes reviews of requests and recommendations from various departments and other resources. In fiscal year 2014, STF funds were approved for the addition of Adobe Creative Suite to the newly opened Milton Hall, room 157 Multimedia Center. This approval was a result of a proposal made by the Journalism and Mass Communications department to STAC. The multimedia lab is used primarily by Journalism students and provides a computer classroom setting with a sound booth and stage for video recording. It is a space on campus that has the necessary equipment to give students hands-on experience with mass communications equipment, and is the first of its kind on the NMSU campus. When classes are not scheduled during the day, this lab is accessible to all NMSU students.



Yearly software license renewals and purchases for the ICT Computer Labs are funded out of the Student Lab Software funds. The software renewals and purchases included server administrative backup software, Nvivo statistical software used by students taking courses using this software out of the College of Education, and Adobe Creative Suite. Other software funded from this STF fund and not due for FY 2014 include SAS, SPSS, Keyserver, Labstats, and MAC/PC operating system updates.



Student Technology Fee-funded anti-virus software, known as Sophos Anti-Virus is available to all students with an Aggie ID for download to their devices without charge. This is a service that has been offered to students for many years and continues to be a popular service for new students.

Student Technology Fee funds allocated to new and ongoing costs for software licenses, applications, and Sophos Antivirus totaled \$70,542 for FY 2014. Funds allocated to software were increased to help with renewal costs and upgrades for software currently available in the computer labs. For a complete list of software and lab locations, visit: <http://studenttech.nmsu.edu/lab-software/>

VII. Support Services

ASNMSU Elections

The Associated Students of New Mexico State University (ASNMSU) is a student organization recognized by the University. All students on the Las Cruces campus who have paid an activity fee are represented by this student governing body. For this reason, ASNMSU leadership is represented on the STAC and therefore participates in the process used to determine STF funding of information technology projects.

In support of ASNMSU Senate and Presidential elections and the NMSU Homecoming election, \$2,500 is allocated from STF funds. In addition, STF funded computer labs are the official polling locations for these elections. ICT provides elections support services for the online electronic elections form and the equipment for the laptop polling station at Corbett Center.

To learn more about ASNMSU and any elections coming up, visit <http://asnmsu.nmsu.edu/>

Help Desk Hours

The ICT Help Desk, located in room 141 of the Computer Center, provides technology assistance to students. This assistance includes computer problem diagnosis, anti-virus installation, password resets, and help with issues accessing online services, such as: myNMSU, learn.nmsu.edu (Canvas), and AggieAir wireless. Help Desk Services were offered initially to assist students from the Las Cruces campus. The Help Desk is now known as the touch point for technical help for all faculty, staff, and students for all NMSU departments and campuses.



The most commonly reported issues reported to the Help Desk continues to be myNMSU username and password resets and issues related to network connectivity. This year (FY 2014), the ICT Help Desk recorded a total of 11,269 trouble ticket issues, an increase of 4,184 issues reported from the previous year. The

increase in reported issues was most likely due to the influx of new international guest students visiting NMSU during the fiscal year. The main issues for the international students were accessing their myNMSU and Canvas accounts, logging into computers at the ICT Computer Labs, and registering their personal devices to AggieAir and the NMSU network.

The ICT Help Desk employs eight students and three staff members who provide assistance on computer technology issues that students experience. STF partially funds the student positions and the additional hours the Help Desk remains open during the academic semesters. For more information about the Help Desk positions, see section *Student Support Services*.

During the start of each semester (Fall and Spring) the Help Desk will setup and staff mobile locations at the Educational Services building and in the student housing area in Garcia Hall to assist students during new student orientation on campus. Extended hours for the ICT Help Desk include operating hours beyond the 8:00 am – 5:00 pm business week. These hours consist of Monday thru Friday, 8:00 am – 8:00 pm and Saturday, 10:00 am – 3:00 pm.

The total funding allocated to helping students through the ICT Help Desk for the 2014 fiscal year amounted to \$58,690. For ICT Help Desk services and helpful guides, visit: <http://help.nmsu.edu>.

Student Government Computing Support

Throughout the year, ICT works with Associated Students of NMSU in a continuing effort to reach out to students and inform them of the benefits they receive from their investment in student technology services. Student Technology Fee funds assigned to the Student Government Computing Support totaled \$2,000 for FY 2014. These funds were applied toward trouble ticket charges for office computer equipment, software updates, and IT related maintenance in the ASNMSU offices.

Student Technology Communication

Student Technology Fee funds are allocated to promotional activities and communications projects for existing and new services. These projects are referred to as *Student Technology Communications*. In FY 2013, \$12,261 was reserved for print and online advertising, marketing materials, and other promotional activities to disseminate support and technology related information to students at the NMSU Las Cruces campus.

One ongoing form of communication developed through *Student Technology Communications*, which has gained recognition from university departments, is the *Student Technology Guide* and Technology Day event. The guide is revised and printed several times throughout the year and requested by departments who assist and help students on a regular basis -- from the libraries and college advising centers, to the community college departments. Included in the guide are helpful technology resources for students, faculty, and staff.

Other marketing materials and activities include weekly advertisements in the Roundup student news, KRUX radio announcements, give-a-ways, and other technology incentives, such as hand-outs provided at the information tables held throughout the year. The ICT student representative who attends these events provides information to students.

Emerging Technology Support

Emerging Technology Support funds are the most flexible of the funds in the Student Technology budget. These funds are used for adopting new and upcoming technologies that students, through STAC, would like to see introduced to NMSU. In fiscal year 2014, \$84,238 was dedicated to new and emerging technologies. These funds are allocated to help develop existing technology projects and pilot new services across campus. Each year, proposals are submitted by departments and colleges and are presented the Student Technology Advisory Committee (STAC) for review and approval. With STAC approval, these funds may be reallocated

to other growing projects such as, wireless projects, labs and computing improvements, classroom technology, Aggie Print, and software licenses in student labs.

The primary emerging technology projects that received funding in fiscal year 2014 included the upgrade of digital signage to the Navori system and the additional funding for introducing requested software. See section *Student Lab Software* for more details about software.

Digital Signage

Digital signage, which is displayed on the TV screens located in various lobbies and student populated areas, near advising centers, food courts, and in buildings where scheduled classes are hosted, display the channel known as “The Feed.” As part of a cost-sharing agreement between ICT and ASNMSU, digital signage was established to unify digital signage software and equipment standards campus-wide. Since the start of this partnership in 2008, digital signage has grown each year and has reached 47 screens across Las Cruces campus. Thirty-six dedicated digital signage screens are managed by the ASNMSU Public Relations Director.

In FY 2013, ICT began to explore replacement systems because most content players that distribute the digital signage feed were becoming more costly to maintain and had reached their warranty expiration. Software and equipment failures were generally becoming more frequent, requiring a system-wide change. A plan for a new digital signage solution was put in place, and by the end of FY 2013, a new service had been selected to replace the equipment at existing locations. The upgrade to equipment and user training of the content managers occurred over Fall 2013 through the Spring 2014. Full implementation was complete in FY 2014, and a search for a new digital signage student graphic designer was underway by the end of the fiscal year.

For more information on the digital signage partnership between ASNMSU and ICT, “The Feed,” visit: <http://digitalsignage.nmsu.edu>

NMSU Online Course Improvement Program (OCIP)

The NMSU Online Course Improvement Program (OCIP) continues into its fifth year in offering professional development for NMSU faculty. OCIP focuses on improving the quality of online teaching and learning by providing workshops offered through The Teaching Academy, Distance Education Department, and the Instructional Innovation and Quality Departments.

The incentive programs, One Year Plus Fellowships and New2Online is designed for a select group of faculty who are willing to participate in a year-long fellowship program to improve their online courses. The program for FY 2014 was made up of 14 faculty members, each of whom submitted an online course to be evaluated by the “Quality Matters Standards” rubrics. In these programs, faculty members committed to a number of training hours to help them redesign their online course in order to improve online instruction for students. Those who completed the program agreed to mentor their respective department’s and college’s faculty. Additionally, they received a stipend of \$1,000 at the end of the year.

Since the beginning of the program special training sessions have been developed and conducted by standout faculty and staff leaders who are improving the quality of teaching at NMSU. Each year, the staff and faculty that lead these programs provide a report to the Student Technology Advisory Committee (STAC) on their yearly activities. Along with the reports, a request for continued support is submitted to STAC. The STF funding provided to OCIP partially funds trainer positions, subscriptions to resources, and 12 faculty stipends.



In FY 2014 a total of 67 events were hosted by the program, which was an increase for the year before. The events consist of webinars, hybrid workshops (online and face-to-face), learning labs, and special speaker sessions. Of the courses impacted by this program due to the faculty participation in FY 2014, students enrolled in these courses combined was 846. In the online courses, described as secondary impact are an estimated 3,389 students that were affected. Secondary impact means students taking other online courses that the One Year Plus Fellowship faculty have said will improve as a result of what they have learned about online course design and the Quality Matters Standards.

The overall incentive for investment in this startup program for STAC was to promote improved online learning and the use of online learning resources such as e-textbooks, reduce educational costs for student, and to overall improve the quality of learning using Canvas. The Student Technology Fee funds allocated to this program amounted to \$71,400. Other funding, outside of STF funds, was approved for this program during FY 2014 and is provided through the Course Delivery Fee for a funding source of \$1,000,000. This fee is applied to students enrolled in courses identified as online courses. The funds derived from this fee are shared with OCIP, College Deans, and the Albuquerque Center. Although the OCIP program is minimally funded by STF funds, the program would not exist without STF support.

For more information on professional development for faculty, visit: <http://ocip.nmsu.edu>

Student Services Support

Student Services Support was created to fund staff positions that support STF funded projects. The positions funded by the STF provide employment opportunities for students where they gain invaluable experience working in an academic technology-related setting. STF funding of the Student Services Support positions totaled \$487,624 for FY 2014.

The job duty descriptions for the Student Services Support positions are summarized below:

Student Help Desk Support Coordinator

The Student Help Desk Support Coordinator position was created to oversee all aspects of the ICT Help Desk functions, which include: troubleshoot computer related and networking issues, connect devices to NMSU's AggieAir, assist with software installations, and serve as an interface for all technical related problems encountered by students, staff, and faculty for NMSU. Professional job related duties for the Student Help Desk Support Coordinator also include the following:

- Ensure quality IT assistance for NMSU students and the rest of the NMSU community experiencing technology related issues.
- Manages and hires new ICT Help Desk student employees (ICT Help Desk Technicians).
- Manages electronic mailing lists.
- Trains other departmental staff on addressing frequently reported Help Desk issues.
- Performs administrative and general user account maintenance and creation (Banner unlocks, myNMSU password resets).
- Manages the NMSU domain known as ACN. Related duties include: managing purchases and transference of URLs for various University departments.
- Develops site designs and layouts for monitoring system (noc.nmsu.edu) as well as the branding of other web applications used by the Networking Operations group. These include domain.nmsu.edu and previous versions of video.nmsu.edu.

Lab Associates

These student lab staff titles were changed to one title, now known as Lab Associate. The single title change, which combines two positions into one, made it possible to more easily find shift coverage as well as cross train students in lab-specific operational procedures. The Lab Associates provide customer service assistance

to students visiting the labs and are responsible for the upkeep and monitoring of the ICT computer labs and Aggie Print stations across campus. There are between 13-14 lab associate student positions funded by STF year-round.

Lab Coordinator

The Lab Coordinator oversees the operation of the ICT computer labs and the student employees referred to as Lab Associates. The functions overseen by this position include: maintaining supplies in stock for the computer lab, cleaning, submitting work orders for printing and computer maintenance, help for students in the labs, and computer lab assistance for contracted labs managed by other NMSU departments. The Computer Lab Coordinator offers the following professional services as part of being responsible for the operations of the in the ICT computer labs:

- Coordinates with the Technology Support department for year round technical assistance and maintenance of the equipment in the computer labs.
- Oversees the Lab Associates who work in the ICT computer labs, contracted labs (departmental labs), and ICT computer training rooms.
- Acts as the building monitor as needed for the main computer lab facilities (Jacob's Hall).
- Performs student employee performance evaluations.
- Provides feedback and recommendations to the Manager of Student Technology & Planning Department for improving the lab services and environment for students.

Student Computing Support Technician

The Student Computing Support Technician works within the ICT Technology Support Department and was added to the technical staff support to address computer lab specific issues. Additionally, this position assists with work orders for other NMSU department computers. This position ensures software and updates are packaged and ready to be built to computer lab machines on the ACN domain. This technician provides other professional assistance for Student Technology services, such as:

- Installs, configures, and maintains network hardware and software.
- Directs, evaluates, trains, and oversees the work of assigned student technicians.
- Assists in recommendations and purchases of new personal computers, printers, and other computer equipment.

Student Technology Coordinator

The Student Technology Coordinator cooperative position was updated from the Student Liaison cooperative position to better represent the duties and activities assigned to this student position. The Student Technology Coordinator facilitates communication between students and IT. This position is the ICT interface for students and student organizations. Other duties this student cooperative position performs are as follows:

- Coordinates monthly information tables to inform students of services and availability of resources on campus.
- Presents to student groups (University 150 courses) and committees (STAC and FACT) to inform them of IT resources.
- Updates the Technology Resources Guide.
- Represents ICT at campus events to inform students of IT resources to include: the New Student Orientation, Check-in and Check-up Week during mid-terms, Aggie Week, Housing Move-In Day, and other current and prospective new student events.
- Responsible for all marketing efforts to include: Roundup News and Krux Radio Advertisements, maintaining the student technology website, Facebook, and Twitter page, creating and distributing electronic and paper flyers, and purchases and maintains the promotional giveaways inventory.

Marketing Communications Writer

The Marketing Communications Writer position was changed from the once Project Aid position. The Marketing Communications Writer works closely with the Project Coordinator on researching new and upcoming technologies. This position assists with editing proposals and research documents as well as drafts short reports for Student Technology and other ICT departments. This student works in collaboration with the Student Technology Coordinator on preparing promotional items, flyers, website content, and occasionally provides additional assistance at events providing information about Student Technology Services. Other duties include:

- Writes the monthly ACANS Newsletter and website.
- Assists with the website research for the yearly Peer Institution Research.
- Writes the Trends and Recommendations Report each year.

Technology Advisor (Communication Specialist)

The Communication Specialist position was previously the Student Customer Service Assistance position. This position has been upgraded to better provide professional technology assistance to students. The working title and what students may better know this person as is the Technology Advisory. The Technology Advisor serves as a point of contact for students who need one-on-one help with using technology services and is a liaison between the students and other Information Technology technicians, administrators, and the faculty support groups on technology. Responsibilities and duties for this position include:

- Provides customer assistance to students who are seeking one-on-one more in depth assistance with using ICT supported services, such as: myNMSU, learn.nmsu.edu, printing, accessing other IT software and services.
- Creates instructional documentation and videos for commonly used services by students.
- Administers the Computer Equipment Rental Program.
- Oversees the inventory, maintenance, and contracts of the equipment for the Computer Equipment Rental Program and computer equipment in the ICT computer labs.
- Schedules five computer lab training rooms for general use (Jacob's Hall).

Project Specialist for Student Technology

The primary role of the Project Specialist, previously known as the Project Coordinator, is to facilitate the budgeted activities from the Student Technology Fee funds and to coordinate the implementation of student projects for STAC and ICT. The Project Specialist assists the Manager of Student Technology & Planning in planning and completing various department projects. This position acts as a representative for the Manager. This position is involved in the implementation of short-term projects and performs project management responsibilities. Project Specialist projects and duties include:

- Coordinate STAC membership, meetings, and any other related activities for the committee.
- Research of emerging technologies and provide written proposals and project budgets to the Manager for STAC.
- Plan and seek out new department partners for the Digital signage program.
- Complete the Student IT Survey, IRPOA survey responses from ICT, and the Educause IT CORE Data Survey.
- Oversee and ensure the Center for English Language Programs IT service access (wireless, printing, labs, email account creation, and student technology resources).
- Review and assist with creating documentation for the department.
- Seek out new opportunities for ICT Student Technology & Planning to: collaborate with other departments in new projects and promote services among new and prospective students.
- Provide professional support for students and creates connections between students who need help with IT (information technologies) and service providers.

- Assists the Manager of Student Technology & Planning in various department projects and acts as a representative as needed.

ICT Leadership Team

Norma Grijalva
Chief Information Officer & Associate Vice President
ICT Computer Center

Randey Bamford
Planning Officer/ Director of Student Technology & Planning
ICT Computer Center

Dianna Frye
Business Affairs Officer
ICT Computer Center

Pam Jeffries
Enterprise Application Services Director
ICT Computer Center

Carlos Lobato
IT Compliance Officer
ICT Computer Center

Piyasat Nilkaew
Telecommunications & Networking Services Interim Director
ICT Computer Center

John Roberts
Chief Information Security Officer & IT Enterprise Director
ICT Computer Center