

DEPAUW UNIVERSITY INFORMATION SERVICES ORGANIZATIONAL STRUCTURE

- » **CIO and Administrative Support**
- » **IT Procurement** – Mike Moore

- » **Application Services** – Bonnie Nealon

- » **Web Team** – Jason Shore

- » **Instructional and Learning Services / ITAP** – Donnie Sendelbach
 - FITS, START, MITC & recording, dml, GIS, technical training
 - ITAP

- » **Tiger Services** – Donna Arrington
 - HelpDesk, ID-One Card, laptop support center, Printing Services

- » **Media Services** – Wayne Lucas

- » **Core Infrastructure and Desktop Support** – Jim Ketterer
 - Network, Servers, Telecommunications, MFD
 - Desktop Support, tech classrooms

- » Related 361° Programs
 - CTEP

CIO and Administrative Support

- » Carol L. Smith, Chief Information Officer

- » Heidi Albin, Administrative Coordinator for Information Services
- » Angie Smock, Communication Specialist and Assistant Coordinator of ITAP

IT Procurement

IT procurement coordinates computing technology purchases across the University, negotiates technology equipment and license pricing, facilitates constructive relationships with key vendors, and maintains accurate records of the major software licenses deployed at the University.

- » Mike Moore, Manager of Technology Procurement

Application Services

Application Services develops Web-based applications to support the business processes of the University and provides custom reporting to enable data analysis for all functional areas of the campus. In addition, Application Services creates custom programming to integrate the e-Services Client Information System with purchased software systems such as Oracle e-Business Suite (Finance), PowerFAIDS (Financial Aid) and TMA (Facilities Management).

- » Bonnie Nealon, Systems Solutions Integrator and Director of Applications Services
- » Nelson Greenwell, n-Tier Solutions Developer
- » Mary Jane Jones, Web Programmer
- » Xinmin He, Senior System Solutions Designer
- » Jeff Miller, Web Programmer
- » Barb Rice, Senior User Solutions Provider

The Web Team

The aim of the DePauw.edu website is to create a virtual DePauw experience that connects people with the local campus community and invites them to participate in it. The Webteam provides the technology platform, site templates, and technical training to support DePauw.edu. The Webteam is responsible for the managing the Web delivery platform (the server) and supporting the Web authoring software and template. (www.depauw.edu/weba)

- » Jason Shore, Creative Director of Web Services
- » Andrea Adamchak, ITAP Special Projects Webteam Coordinator
- » Scott Cooper, Web Designer/Developer
- » Jerry Martin, Web Specialist

Instructional and Learning Services

- » Donnie Sendelbach, Director of Instructional and Learning Services / Director of ITAP

- » Jean Everage, Secretary, ARC/FITS
- » Michael Gough, Instructional Technologist and Coordinator of START
- » Hannah Kerns, Graduate Intern in Instructional Technology
- » Jin Kim, Multimedia Development and Support Specialist
- » Lynda LaRoche, Assistant Director of Instructional and Learning Service/Moodle Support Coordinator
- » Beth Wilkerson, FITS GIS Specialist

- » David Diedrich, Technical Training Coordinator

- » Matthew Champagne, Recording Arts Specialist
- » Veronica Pejril, Instructional Technologist and Coordinator of the Music Instructional Technology Center (mitc) and Part-time Instructor of Music
- » Aaron Urbanski, Graduate Intern, Music Instructional Technology Center (mitc)

» ***FITS – Faculty Instructional Technology Support***

Faculty Instructional Technology Support (FITS) provides consulting & technical support for faculty members who wish to explore & develop uses of instructional technology in their teaching. FITS focuses on the pedagogical applications of technology rather than with explicit technical training. (www.depauw.edu/univ/fits)

Activities include:

- Instructional technology consulting and support for faculty members
- Workshops and events for faculty members
- Media production for course transformation projects involving instructional technology
- Technology lab and resources for walk-in clients and support
- Geographic Information Systems (GIS) Center
- Music Instructional Technology Center (MITC) and Recording Services

» ***START – Student Technology Assessment, Resources and Training***

Student Technology Assessment, Resources and Training (START) provides services and support for students to enhance their liberal arts education with information technology knowledge and skills. START students and staff members work with faculty members to provide specific course related technology training through in-class workshops. (www.depauw.edu/it/start)

Activities include:

- Workshops and Web-based training (via Element-K) for students
- Specific course related technology training through in-class workshops and one-on-one support for students as defined by a faculty member or course assignment (in coordination with FITS)
- ITAP Associate host site – Interns serve as project/team managers

» ***Geographic Information Systems (GIS) Center***

Located in the Julian Science and Mathematics Center, the GIS Center coordinates GIS-related workshops and seminars for faculty members, students and staff. (www.depauw.edu/univ/gis)

» ***Music Instructional Technology Center (MITC) and Recording Services***

Located in the Green Center for the Performing Arts(GCPA) and a specialized unit of FITS, the Music Instructional Technology Center provides instructional technology support focused around applications of digital music composition for faculty members and students. MITC includes a 20-seat state of the art computing lab that supports music notation, digital audio and sequencing, and related music applications.

Recording Services manages audio recording, postproduction and preparation for archival purposes of all performances scheduled by the School of Music and in the GCPA throughout the year. We also provide support for recording students' auditions for scholarships and graduate schools, making CDs of original compositions, recording sound effects for DePauw Theatre, and Jazz at the Duck, and so on.

Recording services is currently executing the first phase of a project to outfit the GCPA performance, main rehearsal, and recording spaces with professional-quality recording equipment. Recording Central, which will be our main control center for concert and recital recording, will house three recording stations, each capable of recording from any wired space in the GCPA. The centerpiece of the Recording Studio Control Room will be a 48-channel digital console and industry-standard Pro Tools recording system. Our recording spaces will boast state-of-the-art equipment which will place DePauw's recording facilities among the best-equipped studios in the country.

(www.depauw.edu/music/mitc)

» ***IT Technical Training***

IT Technical Training offers workshops, one-on-one consulting and Element K self-paced online tutorials covering a variety of software and technology tools for staff members, faculty members and students.

» ***digital media lab (dml)***

Located in the basement of the Roy O. West Library, the digital media lab hosts high-end digital imaging workstations, slide and flatbed scanners and a host of software to help digitize images and text for the web, archiving or any other digital presentation form. (www.depauw.edu/it/dml)

ITAP – Information Technology Associates Program

The Information Technology Associates Program (ITAP) is a Program of Distinction that provides special opportunities for students to develop advanced skills in a wide range of information technologies, including digital video production and Web design, information analysis with spreadsheets and databases, and desktop and network hardware. ITAP Fellows spend an average of 8-10 hours per week in internship and training activities and have opportunities to participate in semester-long or summer off-campus internships.

In addition to providing a rich, experiential learning experience for students, ITAP enables DePauw to increase the size and productivity of its IT staff. The ITAP students work as professional staff members in nearly academic and administrative department on campus and they permit DePauw to accomplish a far broader and higher quality scope of technology projects than would be possible with a small professional staff. (www.depauw.edu/it/itap)

- » Donnie Sendelbach, Director of Instructional and Learning Services / Director of ITAP
- » Doug Fellegly, ITAP Digital Video Instructor
- » Brandy Richmond, Coordinator of Information Technology Internships / Assistant Director of ITAP
- » Angie Smock, Communication Specialist and Assistant Coordinator of ITAP

Tiger Services Center

The Tiger Services Center, located in the Student Memorial Union Building, includes the information technology (IT) Help Desk, Printing Services, and ID-One Card Services programs. The Tiger Services Center is the hub of IT services and support, acting as problem solver for students, faculty members and staff, liaison between clients and various IT support units, facilitator of self-help IT user resources, and collaborator with all campus programs to enable clients to effectively use technology in their daily work.

» Donna Arrington, Director of Tiger Services Center / ID-One Card Coordinator

- » Karen Martoglio, Help Desk Analyst
- » Tami Mobley, Help Desk Analyst
- » Christina Osmialowski, Help Desk Support Specialist
- » Andy Stouder, Graduate Intern for Informaton Services

- » Rob Crawley, Coordinator of Printing Services
- » Joe Smith, Printing Services Assistant

» ***IT Help Desk***

www.depauw.edu/it/helpdesk

- Help Desk support and services for IT
- Point of contact for and dispatch appropriate personnel for resolution for problems with ID Card Swipe devices (copiers, laundry facilities, vending machines or door access swipes), problems with or requests for changes to telephone-related systems, problems with Cable Television services

» ***Printing Services***

www.depauw.edu/it/dps

- Printing services – printing, collating, copying, binding, etc.
- Specialized services – large-format posters or banners, laminating

» ***ID One Card Services***

- ID Card creation and distribution to individuals
- Tiger Express transactions
- Point of service for students, faculty and staff members to make a deposit, check their balance, obtain a statement of transactions, or close their account at the end of a semester
- Point of contact to inform students about ID One Card benefits and services, including meal plans, building access control, and Tiger Express (in collaboration with the Office of Conferences and Campus Events, Campus Security, and Student Services)

Media Services

Media Services provides audio and video support for campus events, manages A/V components of technology classrooms, and offers checkout, delivery & set up of several types of audiovisual equipment for students, faculty and staff members.

- » Wayne Lucas, Coordinator of Media Services
- » Clay Carter, Associate Coordinator of Media Services and Support
- » R. Jay Cortrecht, Media Distribution Supervisor
- » Steven Neeley, Assistant Media Technician
- » Richard Shamel, Assistant Media Technician

Core Infrastructure and Desktop Support

- » James Ketterer, Director of Networking, Telecommunication and Technical Services

 - » John Bossnack, Network Administrator
 - » Faisal Shabbir, Network Administrator
 - » Bernie Timberman, Senior Network and Systems Administrator
 - » Chad Wilson, Senior Network and Systems Administrator

 - » Pauline Weaver, Associate Coordinator for Desktop Support and Classroom Technology
 - » Curtis Carpenter, User Support Specialist
 - » Michael Johnson, User Support Specialist
 - » Chris Nuss, User Support Specialist
- » ***Network and Telecommunications Technology***
Network and Telecommunications Technology supports the educational mission providing the digital environment and communications connectivity for academic collaboration and inquiry. Areas supported include:
- Internet and networking connectivity
 - Campus telecommunications
 - Data Center Servers maintenance and backup processes
- » ***Desktop, Labs and Technology Classroom Support***
The desktop support team provides installation & repairs for University-owned technology equipment in offices, technology classrooms & computer labs.

Related 361^o Programs

- » ***CTEP - Community Technology Enhancement Program***
Community Technology Enhancement Program (CTEP) promotes technology literacy and access in Putnam County. Managed by ITAP Fellows, CTEP program interns refurbish and distribute donated computers and provide training to qualifying organizations and individuals in need, community workshops, and Internet resources in the local community and across the state.
- » Bob Hershberger, Faculty Advisor

