



Information Technologies and Digital Media
Bits, Bytes, and Chips
Connecting Education with Technology



NSU NOVA
SOUTHEASTERN
UNIVERSITY
Beyond the Classroom



BITS, BYTES, and CHIPS

Connecting Education with Technology

The Office of Information Technologies and Digital Media (OIT) is charged with providing the university community with the technological resources to

- support and complement teaching, learning, and research regardless of geographic location
- maintain a leadership role in instructional technology by providing quality services that facilitate, enhance, and support the goals and objectives of a diverse university community
- provide and support a strong student-centered administrative system

NSU has spent more than \$111 million on information technology since 1995 and will shortly reach an estimated expended figure of \$170 million on emerging and emergent technologies.

A brief overview of each of the OIT service units follows.



OIT—EDUCATIONAL TECHNOLOGIES and DIGITAL MEDIA

ACADEMIC COMPUTING FACILITIES

Academic Computing Facilities designs, maintains, and supports all computer labs, electronic classrooms, and smart classrooms—on campus, at the student educational centers in Florida and Las Vegas, and at other NSU locations including the Bahamas and Puerto Rico. The unit delivers comprehensive technology services for students and faculty members—from the design and installation of new labs and electronic classrooms to the technical maintenance and support of existing labs and electronic classrooms. We also provide software and teaching tools for faculty members, students, staff members, and other lab patrons and hold tech tutor sessions for students needing assistance with software skills. The staff members of Academic Computing Facilities provide technical support for the smart classrooms at all NSU locations, as well. <http://microweb.nova.edu>.

DIGITAL MEDIA PRODUCTION SERVICES

Digital Media Production Services directs and supports NSU faculty and staff members through the entire creation and production of videos, CDs, and DVDs. Whether the product is instructional, informational, promotional, or for cable television, support is provided through each stage of the process: preproduction, production, and post-production. Staff members work closely with the Innovation Zone multimedia team on the production of videos for online courses. Other services include the conversion of slides to CD and assisting faculty and staff members with the preparation of visual presentations. For production requests, contact mediaprod@nsu.nova.edu.



NSU's instructional nonprint media collection is also housed and circulated from Digital Media Production Services. To order or check out materials, contact taperequest@nsu.nova.edu.

VIDEOCONFERENCING AND SMART CLASSROOM SUPPORT

Videoconferencing Services provides oversight and technical support for the videoconferencing network and the coordination of ISDN and IP services. The unit maintains the videoconferencing bridge, schedules classes for academic centers and schools, and reserves and allocates bandwidth on the bridge. The unit also manages the day-to-day business of providing on-site technology support for courses, meetings, and other events delivered by compressed video. Other responsibilities include providing instructional technology planning and design support for new, renovated, and retrofitted classrooms, lecture halls, and other



facilities requiring instructional technology capabilities. For assistance, please contact vcrequest@nsu.nova.edu.

THE INNOVATION ZONE (IZone)

The IZone supports the initiatives of NSU faculty members who are involved in online course development and teaching. Using instructor-provided content, the IZone staff provides technical support for the design and production of online courses using the WebCT platform. Faculty members also collaborate with the IZone to produce and integrate instructional CDs for curriculum enhancement. Faculty development workshops are designed to assist faculty members in their exploration and application of distance learning instructional strategies and emerging pedagogical tools.

The IZone also provides a support service facility where faculty and staff members can learn about issues in copyright law, the use of copyrighted materials in developing curricula, and the TEACH Act and other current legislation that impacts higher education. Teleconferences and other supplemental programs and seminars, including workshops for faculty members who will be presenting and teaching on camera and other related media presentation skills, are also available. The IZone is a one-stop shop designed to provide faculty and staff members involved in online and distance teaching with appropriate and timely support. For information, contact izone@nsu.nova.edu.



The Technology Training Services division of the IZone offers staff development workshops in administrative and applications training such as Banner and AdAstra, as well as email and other productivity applications including Microsoft Office. For Technology Training assistance, contact tts@nsu.nova.edu.

OIT—INFORMATION TECHNOLOGY SYSTEMS AND SERVICES

ACADEMIC/WEB PROGRAMMING

Academic/Web Programming provides development and programming of interactive Web-based systems, and development and maintenance of official NSU Web sites.

The programming team provides systems analysis, design, and implementation for major administrative and academic computing applications. They also operate an extensive Web-based environment to support and deliver online education, including email accounts, WebCT, online course and instructor evaluations, synchronous communications, bulletin boards,



chatrooms, calendaring applications, distributed media, genetics research software, and customized interactive software for use on the Web and for CDs. For further information and/or assistance, contact webapps@nsu.nova.edu.

The Web team develops and maintains official NSU Web sites and delivers a wide variety of Web support services including site design, graphics, navigation solutions, Web-based surveys and forms, and mass email solutions. The Web team also provides technical support for Banner Web-enabled system components. For further information and/or assistance, contact webteam@nsu.nova.edu.

NETWORK OPERATIONS AND SERVICES

Network Operations and Services installs and maintains all new and existing data facilities, including data wiring installations for renovations, new construction, and expansion. The Emergency Response Team monitors NSU's data network infrastructure daily including local area networks (LAN) and wide area networks (WAN), provides 24-hour emergency response for all critical network system failure, and analyzes daily logs to develop proactive strategies for evolving demands on the network infrastructure. The security team is responsible for the design, implementation, and maintenance of NSU's network security systems, monitoring them for security threats and developing preventative strategies.



The university WAN extends from the main campus to 11 remote sites including student educational centers (SECs) in Orlando, Jacksonville, Tampa, Las Vegas, and Jamaica. For network assistance, contact nunet@nsu.nova.edu.

SYSTEMS ADMINISTRATION

Systems Administration delivers 24-hour support for all university mission-critical administrative, academic, research, and disaster recovery systems. Systems Administration provides capacity planning, hardware design and configuration, hardware and software installation system administration/maintenance, system security, and data integrity services. The systems administration team supports and maintains university-wide email and Web systems (WebSTAR, WebMail, WebCT, etc.); provides technical support services for NSU computer account management (creation, archival, authorization, disk quotas, passwords, email problems); and expertise in the UNIX, Linux, and Windows operating systems. For related assistance, contact sysadmin@nsu.nova.edu.



ADMINISTRATIVE PROGRAMMING AND OPERATIONS

Administrative Programming and Operations supports and maintains the multimodule Sungard SCT (Banner) administrative system. The team of programmers and system analysts offers technical solutions to the user community, provides access to information, and assists user departments in developing ad-hoc reports. The security administrators ensure that proper security access procedures are followed in granting system and data access. Database administrators monitor and maintain the numerous instances of the NSU Banner database and are responsible for notifying the user community of all scheduled and emergency data/Banner downtime.

Production Operations' primary function is to monitor system jobs, monitor and prepare printed reports, and perform system backups. For further information and/or assistance, contact oitpao@nsu.nova.edu.

OIT—PROJECTS, SYSTEMS, AND TECHNICAL SUPPORT

PROJECT MANAGEMENT

Project Management oversees the implementation of information technology administrative software systems, technology solutions, major Sungard SCT Banner upgrades, and external interface systems as well as the management of the implementation activities of administrative technology projects for academic and administrative systems. Project Management also monitors project process; requests, schedules, and coordinates the team effort and resources (equipment, databases, etc.); and functions as the primary liaison between the project team, university, and the external consultants. For more information, contact projectmanagement@nsu.nova.edu.



ONLINE COMPUTING HELP DESK

The Online Computing Help Desk provides telephone and email support to NSU's students, faculty members, and staff members. The Help Desk can assist with connecting to the NSU online computing systems from home, troubleshooting related computing problems, navigating through NSU's WebCT systems, resolving Banner personal identification number (PIN) matters, supporting NSU WINGS users on campus, and setting up various software programs such as Microsoft Outlook, Netscape Navigator, and Internet Explorer, among others. The Help Desk also maintains a comprehensive Web site including a WebBoard, Frequently Asked Questions, and links to other online reference materials. For more information, contact help@nsu.nova.edu.



SYSTEMS

Systems is responsible for the system administration of the NSU Division of Clinical Operations multiclinic patient management systems (QRS) and the digital radiography system (Media-Dent). Systems is also responsible for system administration of EPS Imaging, Call Center, Campus Card, Business Services, Facilities Management, and Public Safety Systems. In addition, the Systems group maintains all central Windows servers including all Banner form servers, Administrative/Departmental NT servers, and OIT NT servers. For more information, contact systems@nsu.nova.edu.

TECHNICAL SUPPORT SERVICES

Technical Support Services (TSS) is responsible for the installation and maintenance of PC hardware, software, desktop antivirus systems, printers, scanners, and other peripheral equipment of the university's administrative offices, the Digital Dental School, and the Division of Clinical Operations. In addition, all technology equipment purchases are coordinated through TSS, including recommendations, configuration, and liaison with the university's purchasing and fixed asset departments. TSS negotiates university-wide licenses for software including Microsoft products, SAS statistical software, and antivirus software systems. For more information, contact tss@nsu.nova.edu.

NSU TECHNOLOGY POLICIES

NSU technology policies can be found at www.nova.edu/common-lib/policies/.





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