

From: Carmen A. Rahm, Assistant Vice President for Information Technology

To: CWU Community

Subj: H1N1 Technology Related Activities

The various technology support groups from across campus have been meeting and working collaboratively to address the role that technology will play with regards to a potential H1N1 outbreak at CWU. Specifically, we have been looking at the following three areas:

1. Prevention: Actions that technology staff can take to help prevent the spread of H1N1 in common areas such as computer laboratories, classrooms and community access computers; and in the utilization of common shared devices such as hall phones, residential hall entrance phones, etc.
2. Student Access: Assessing the capabilities of our current technology infrastructure to support student access to academic information and course information if they are unable to attend class personally.
3. Faculty and Staff Access: Assessing the capabilities of our current technology infrastructure to support faculty and staff who may be working from home (as allowed), and who require access to technology resources and information at CWU.

1. PREVENTION: The following are some of the technology related actions being taken, and recommendations being given, to help prevent the spread of H1N1:

- Building Ventilation: The technology staff of the Facility Management Department (FMD) is investigating the potential benefits of adjusting automated ventilation in many buildings (i.e. Nicholson Pavilion, Health Center, Science Building, etc.), to possibly increase the replacement rate of internal air with outside air. For more information, please contact Ed Castaneda at ext. 3319, or via email at castaned@cwu.edu.
- Computer Laboratories: The ITS Department has been providing disinfecting wipes (at the Lab Assistant workspace) for keyboards in open labs for several years. This will be modified to include wall mounted dispensers (capable of holding 700 wipes) that can be easily accessed at each lab door. The ITS Dept. will also be requiring lab assistants to proactively wipe down all keyboards on a regular schedule. For information, contact Sandy Sperline at ext. 2989, or via email at sperlins@cwu.edu.
- Classroom Podium Computers: Faculty who utilize "podium" computers in multimedia classrooms are encouraged to utilize disinfecting wipes on keyboards prior to usage, or to clean hands following usage.
- Phones: ITS is investigating the feasibility of placing wipe dispensers by the most heavily utilized community/hall phones, and will be working collaboratively with Housing to determine the best course of action for Residential Hall entrance phones, which are some of the most highly used "open" phones on campus.
- Other "Community Access" Technology: There is numerous technologies (kiosk computers, printers, phones, etc.) located around CWU for faculty, staff and visitor convenience. It is

impossible to assure that disinfectant wipes are located at each of these locations. As a result, users are encouraged to have a packet of disinfecting wipes with them for their personal use of these technologies.

2. STUDENT ACCESS: The following are a few of the recommendations and options available to faculty, administration and students to maximize student access to course information, in the event they are unable to attend class due to the H1N1 virus.

- **Blackboard Online Learning Management System:** Faculty are encouraged to consider utilizing CWU's Learning Management System (Blackboard) to facilitate access to course information by students unable to attend class personally. CWU currently has capacity to handle approximately 3,000 concurrent connections. Multimedia Technology and Instructional Support (MTIS) has information available on their website (www.cwu.edu/~mtis) to assist faculty with this option, including a "Blackboard Quickstart Workshop" so that faculty can easily learn how to post basic information (assignments, syllabi, etc.). For information, visit the MTIS website or contact Jane Chinn at ext. 1224 (email chinn@cwu.edu).
- **Class in a Can:** Faculty concerned about missing class due to their own illness can elect to pre-record lectures that can be disseminated via Distance Education or in a traditional classroom, if they are unable to attend class due to illness. Faculty interested in recording one or more "class in a can" lectures should contact Obie O'Brien at ext. 2856.
- **Adobe Presenter:** Adobe Presenter allows faculty to utilize existing PowerPoint presentations and course material, while adding a "voice overlay" to the material for students to be able to access online. This is an excellent option to support students who are ill and unable to attend class personally, or for faculty who are ill and unable to attend class. For more information, contact Jane Chinn at ext. 1224.
- **iPod Capture and Podcast:** Options exist for faculty to record lectures on an iPod, and then to have these recordings made available via the CWU iTunes website. This option may be even more appealing when combined with emailing out class information, lecture slides, etc. or making the entire set of information available online via Blackboard. For more information, contact Jane Chinn at ext. 1224.
- **Course Capture:** CWU is piloting new "course capture" technology which will allow faculty to capture video, audio and computer/presentation information from classes being taught live, for future integrated, online playback by students. Several classes will pilot this new service during the fall 2009 academic quarter, with the hopes that this service will be widely available across CWU in the future.
- **Email:** Never under estimate the power of email to disseminate information to all students or to students who are absent from class due to illness. Email is an excellent way to disseminate assignment, lecture notes, and other material to help keep students current with class material during an extended absence. All CWU students have a CWU email address.

3. FACULTY & STAFF ACCESS: The following are a few of the recommendations and options available to faculty and staff who want to be able to access CWU resources, and continue work, in the event they are unable to physically come to their office.

- Email Access: CWU currently has the capacity to handle approximately 2,800 concurrent web-mail connections. In the event an employee needs to work from home or other location, email is a first-tier interface to the office. The ITS Department has the ability to add additional capacity (should it be needed) at a cost of \$6000 for each 1,400 users.
- Virtual Private Network (VPN): VPNs allow CWU employees to connect securely to CWU technology resources on campus (including their CWU desktop computer) from their home or personal computer. CWU currently has the capacity for 500 concurrent VPN connections and can expand this at a cost of \$1,000 for each 250 increase, should that be required. For information on how to download the VPN client to your personal computer and how to connect to the CWU network securely from home, log into the Wildcat Connection and click on "Access CWU Net-Services from the Internet" on the left hand menu, or contact the ITS HelpDesk at ext. 2001 (email: helpdesk@cwu.edu).
- Conference Phone Bridge: Conference Phone Bridging is an excellent way to limit travel and to allow remote workers (i.e. individuals working from home due to illness) to call in and participate in meetings and other activities. CWU currently has a single conference bridge capable of 8 concurrent connections, and we are investigating the potential of acquiring additional bridging services. In addition, CWU's phone system supports each user's phone as a conference bridge for up to 4 internal (CWU extensions) and 2 off-campus connections. To schedule the main conference bridge or to learn how to use your CWU phone as a limited conference bridge, please contact Telecom Staff at ext. 3425, or email phones@cwu.edu.

In addition to these activities, the ITS Department is taking extra precautions to minimize the risk to our staff (who work on your computers, phones, Blackberries, etc.). We will be providing our technicians and service staff with disinfectant wipes to clean computers, keyboards, ancillary equipment, phones, etc. that are repaired by them on campus or delivered to the ITS offices for repair/service.

If you have any further recommendations or questions, please feel free to contact me directly at ext. 2925, or via email at rahmc@cwu.edu.

Thanks,

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