



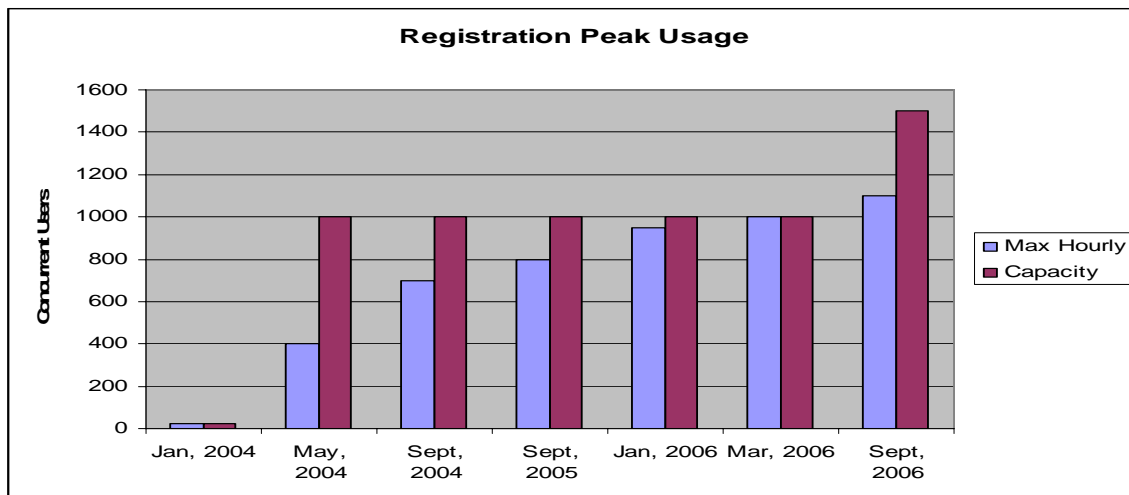
# CENTRAL WASHINGTON UNIVERSITY

## INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

Month: September, 2006

**MICROSOFT VISTA OPERATING SYSTEM:** We have received inquiries as to when ITS plans to rollout MS Vista and other new software such as Office 2007. MS Vista is not expected to be released to the market until sometime in early 2007 (several years behind schedule). At that time, ITS will be evaluating how many of our computers on campus are not able to adequately handle this new OS (enough memory, etc.) and will set plans in motion to assure these systems are upgraded or replaced prior to rollout. Because of the inherent problems that normally exist with a “first release” of any software or new operating system, we would likely not rollout out any new product until at least 6 to 12 months after its release, unless there was a critical requirement to do so.

**SAFARI USAGE CONTINUES TO CLIMB:** As expected, Safari usage hit another record high during the fall drop/add period. This time we saw just over 1,100 users simultaneously working on the system. The following chart shows the steady growth in use of our systems, and in the growth of our ability to support them. Prior to this fall, we could support only 1,000 concurrent users, and it’s hard to believe, but just over 2 years ago registration activities were limited to 24 concurrent users via the telephone registration system, and a line at the Registrar’s Office. In addition to the add/drop registration activities, nearly 3,200 students received refunds totally over \$6M on schedule on Friday, September 29, 2006. This was the first large student refund process since our upgrade to FMS 8.8, and everything worked very well.



**PREPARATIONS CONTINUE TOWARDS HRSA UPGRADE:** The race is on to get us ready to upgrade the HR and Safari systems in October 2007. This month, several activities took us a bit closer. To get us started, we need to begin looking at the capabilities of the new version.

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For that, we need access to a working demo environment so this month we went through a selection process that resulted in a contract with Cedar-Crestone consulting in which they will prepare and make available such an environment. This will be available to our project leaders as they prepare to enter the actual upgrade.

In addition to that, this month we prepared an RFP which will be used to select a consulting partner for our project. By the end of October we should know which group will be working with us over the next year. On the technical side, in late September we took delivery of a new HP computer that will provide a dedicated platform for the coming upgrade. That should be installed and operational by mid-October and we'll start installing the software needed for the process. We also began planning for upgrades to PeopleTools (which is the proprietary application environment on which our PeopleSoft applications are built) and Oracle.

**CHANGES FOR FMS ON A FAST-TRACK:** During the Financial system upgrade to version 8.8 that completed just a few months ago, it was necessary to suspend installation of any application patches issues by PeopleSoft for the duration of the project. That meant a big catch-up effort so that the system would become current. PeopleSoft issues a high volume of such patches throughout the year so this is a major update activity and has to be applied carefully with thorough testing. That process began in early September and has now reached the FMTST environment which is the last step before moving them into production. We plan to complete testing and move all of these updates into the production environment the weekend of Oct. 21.

**ORACLE UPGRADE BEGINNING:** Another major activity required as part of the preparations for the upgrade of HR and Safari is an upgrade of the underlying Oracle database from version 9i to 10g. The DBA group has begun preparing an Oracle 10g upgrade environment that can be used to facilitate this project. The anticipated completion of the Oracle upgrade for HRSA is early February of next year. All of our Oracle databases will be upgraded by the end of the fiscal year. Big thanks to Networks and Operations for providing the DBA group with a stand-a-lone Test/Development Oracle server.

**RESOURCE25 UPGRADE COMPLETED:** The upgrade of Resource25 to version 3.3 has been completed. Resource25 enables the university to centralize academic and event scheduling, optimize facility usage, and present timely event information via several online calendar sites. This upgrade included enhancements to existing features along with the addition of a web services module that will provide event data to a Web TV application in the new SURC Building. This upgrade will also provide enhanced reporting capability, LDAP authentication, and interface capability with other space and facility management applications on campus.

**WIN-WIN REDUCES DEPARTMENT COSTS TO \$350:** Who would have thought that Departments would be able to buy a new CWU Standard PC or Mac for only \$350? With our latest volume purchase of 100 computers for the WIN-WIN program, that's now the case, based on the incredible discount that we received. The ITS Department pays the remainder of the cost for a standard computer. If you want a laptop or a beefier system ... you need to pay the

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difference. You can access the WIN-WIN information and request page from the ITS Website at [www.cwu.edu/~its](http://www.cwu.edu/~its) and click on WIN-WIN.

We have been notified that we will receive our next shipment of 100 new desktop systems from Alden & Associates on October 5, 2006. This is our 3<sup>rd</sup> delivery of computers under the WIN-WIN program, along with dozens of laptops and specialized systems. We have a backlog of users waiting for the new equipment and will work hard to deliver the new computers as soon as possible. Between WIN-WIN and funding earmarked for lab replacements, CSS will be replacing 700-750 computers annually. This is a huge added workload that we are adjusting to support.

**ACADEMIC DEPARTMENTS BENEFIT FROM “ASAP” PROGRAM:** The ITS Department has launched a new service called the Academic Software Assistance Program (ASAP) to assist Academic Departments in replacing older “departmental specific” software that is no longer compatible with newer operating systems and hardware deployed by ITS. This effort currently has an annual budget of \$50,000, so depending on the number of requests ... it may become another matching program. The purpose of these funds is not to upgrade every piece of classroom/lab academic software, but to assist departments where updating is mandated due to changes in desktop computing environments implemented by ITS. For example, when we stopped supporting WIN95 and WIN98, several departments had to upgrade software and that impacted their budgets. Now we’re able to assist in whole or in part. This program was introduced to the faculty at Fall Faculty Day. Watch for more information to be posted about this program in the near future.

**WIRELESS TO EXPAND AGAIN:** The ITS Department is in the planning stages for implementing wireless networking in the Hogue Technology Building. Doug Ryder of Academic Facility Planning is providing funds for the FMD work, and ITS will be funding the networking equipment and installation. This work should be complete later this fall.

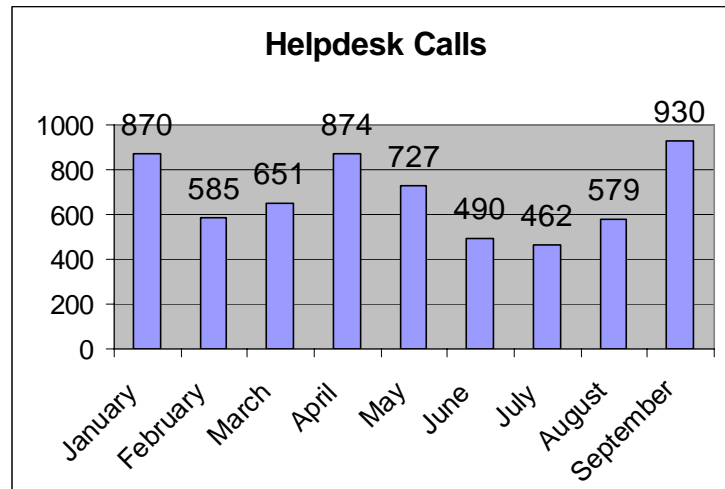
**ITS HELPDESK STATISTICS:** In the month of September 92% of the 930 calls to the ITS Helpdesk were resolved on the first contact. There have been 6168 calls to the helpdesk in 2006. Our call tracking system was upgraded in March 2006 so the March statistics are an estimate.

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**NEW FACES AT THE ITS HELPDESK:** There are two new faces at the helpdesk this fall. In addition to Ken Young, Jackie Paulsen and Liz Roth, we have two new student employees Meghan Turner and Jarrad Morgan.

**HELPDESK WEATHERS THE WIRELESS DELUGE:** With the transition away from the Odyssey wireless client at CWU, and the influx of new students wanting wireless access for the 1<sup>st</sup> time, the ITS Helpdesk has been kept busy configuring wireless laptops. For the first seven days of the quarter they averaged approximately 46 laptops per day, either registering and setting up new machines or switching others from Odyssey to one of our new permanent solutions. Although it has been hectic, they kept the lines and wait times reasonably short and our customers satisfied. All indications are that SecureW2 and Intel ProSet are fully able to replace Odyssey.

**OPEN LAB SUPPORT:** ITS is tasked with hiring student employees to support our 28 computers labs across campus. This is no small task, and is spearheaded by Sandy Sperline. Currently there are 62 Student Lab Assistants (SA) on board for Fall Quarter 2006, seven of them on Work Study. We anticipate hiring between 2-5 additional Work Study students in the near future. We have approximately 2-8 students a day stop by for applications for these positions. Robbi Tormey, a temporary employee in ITS, does an excellent job informing students about the positions when Sandy is not available. Megan Pancake, a student employee, helps out by running supplies to the labs when necessary.

**ITS TRAINING:** In September, ITS Training offered classes on GroupWise 7 for the PC, Campus Computing Orientation for new employees, a Word: Getting Started class, and an Access Getting Started class. Several one-on-one training sessions on GroupWise 7 and using BlackBerries were also conducted.

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For October, ITS Training is announcing the following software training available to all faculty, staff, and student employees:

Thursday, October 12 from 9 to 10 a.m. "What's New in GroupWise 7 for the PC"

Friday, October 20 from 10:00 a.m. to noon "GroupWise and CWU Networking Tips for Faculty" (Note: registration for this class is done through the CTL at [http://www.cwu.edu/~websolutions/ctl\\_workshops/](http://www.cwu.edu/~websolutions/ctl_workshops/))

Tuesday, October 24 from 8:30 to 11:30 a.m. "Excel: Getting Started"

Thursday, October 26 from 8 to 9 a.m. "What's New in GroupWise 7 for the PC"

Thursday, October 26 from 9 to 10 a.m. "Excel: Tips & Tricks"

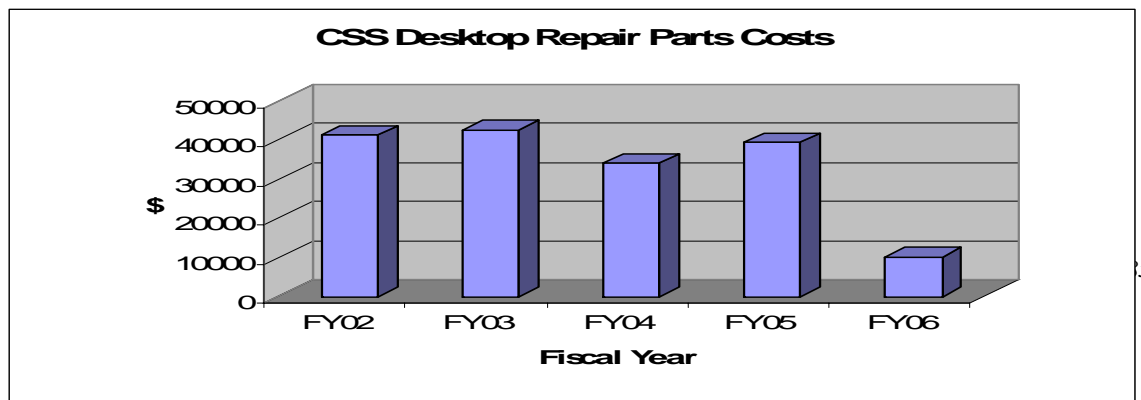
Also, every Monday (excluding holidays) is Campus Computing Orientation day for new employees. Come spend 30 minutes with us for hands-on orientation to computing at CWU.

Class locations will be given at time of registration. Please visit <http://www.cwu.edu/~itstraining> for more information including a class registration form.

**OLD COMPUTERS LEAVE CAMPUS OR GET REINCARNATED:** Glen Prothero has processed and sent 150 old PC's to surplus in September from the Win-Win program. These computers that go to surplus are flagged to never return to campus, as they are far below our minimum standard. Processing them includes removing any reusable parts and totally erasing or destroying the hard drive for security reasons. Glen also worked with Psychology, PE, Biology, Accounting, Theatre Arts, and Chemistry departments to reincarnate 29 older computers and find them new homes.

**MONTHLY STATISTICS FOR CSS:** This month Computer Support Services provided hands-on support to 514 customers. This does not account for the equipment in the computer labs or new computers setups and installations. In addition, CSS is currently deploying new computers and trickle downs (due to the WIN-WIN program) at about twice the rate that we did in the past. This work is partially offset by fewer repairs on older computers, since we are sending them to surplus. This is truly a WIN-WIN situation.

**NEWER COMPUTERS MEAN LOWER COSTS FOR PARTS:** In the past, ITS paid for a large portion of the spare parts used for desktop computer repairs or upgrades. Often, hundreds of dollars were spent to repair or upgrade a computer to get minimal added life from it, not to mention the labor involved. The graph below clearly shows the benefits of the WIN-WIN program. Focusing our resources on new computers rather than maintaining inadequate older computer reduced the funds spent on repair parts by over 65% last year.





## CENTRAL WASHINGTON UNIVERSITY

**COMPUTER LABS READY FOR THE FALL:** Remember the days when faculty would show up to teach in a lab, and none of the software they needed would be ready ... or ITS staff would work round the clock to install it at the last minute. We hope not, but they existed just a few short years ago. Today things are different thanks to Lab Management led by Dave Storla. All of the computer labs were re-imaged in September and software loaded as required by the faculty using those labs. In addition, numerous computers in the labs were replaced as part of our annual lab upgrade program. Just 3 years ago, 50% of the lab computers were over 4 years old. Today, only 8% are over 4 years old, and we hope to have no computer that old by the fall of FY08.

**GROUPWISE 7 ROLL-OUT:** After test rollouts in ITS and in HR, ITS began the formal automated roll-out of the new GroupWise 7 client software by electronically distributing the application to FMD on the morning of September 28, 2006. Tina Klampher and crew did a great job in coordinating the project and keeping everyone informed. Plans are currently being finalized for rolling out this new email client to the rest of the campus over the next few months.

### **ITS PROJECT MANAGEMENT:**

**Asset Management** – Keith Jones and Uriel Hernandez are working with ITS staff to identify and implement software that provides continuously updated information on computers across campus, including configuration, software and hardware. This information will permit improved service whether by phone or when making a service call. The development team is made up of Network Support staff and CSS staff.

**Project Checklist** – A number of EIS staff are working to develop a standard “Project Checklist” to assist the campus when looking at acquiring and/or modifying software and related business processes.

**CLIP 2006 Project** – This is an infrastructure project with coordination being provided by Keith Jones, to rewire and reconfigure data and telecommunication cabling in several of our buildings. Current efforts are focused on Hebel Hall for work to be performed this fall.

Additional work is also scheduled for other buildings to improve the network infrastructure.

**Dean Hall Remodel Project** – ITS staff are reviewing the Design development drawing for the project and working on the design of the technologies to support the users’ needs in this remodeled building.

**ADDITIONAL LAPTOPS AVAILABLE FOR CHECKOUT:** When students returned to campus this fall they found additional laptop computers available for checkout in both the SURC

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and the Library. A Student Technology Fee grant provided funding for 25 new laptops in the SURC, to join with the 15 new SURC laptops purchased as part of the construction project. Some older laptops previously used in the old SUB have been inspected and added to those already available for checkout in the Brooks Library, bringing the total available in the Library to 20. Three years ago the Student Technology Fee Committee funded a trial program of checkout laptops for students. At that time 25 laptop computers were purchased and placed in the old SUB. As noted, the success of this effort has now resulted in 40 laptops in the SURC and 20 in the Library. It is anticipated that the Library will receive new laptops during FY07 as part of the Student Technology program.

**NEW DISABILITY SUPPORT SERVICES LAB NOW OPEN:** ITS personnel joined with personnel from other CWU areas in setting up a new 4 station computer lab designed to serve the needs of Disability Support Services (DSS) patrons. In addition to the ITS personnel mentioned in the following write-up provided by Ms. Pam Wilson (DSS) about the new lab, Mr. Steve Ashbrooks along with others from ITS Networks & Operations and Telecom provided outstanding assistance.

Thanks to Ms. Wilson's for the following description of the new lab.

*The "grand opening" of the Disability Support Services (DSS) Adaptive Technology Lab (ATL) in Bouillon 211 will be scheduled in the next few weeks - the lab should be fully operational by Friday, September 29th, 2006. The establishment of this lab is the result of collaboration among Student Affairs, Academic Affairs and Business Affairs Offices. Disability Support Services and CWU students with disabilities would like to offer special thanks to Dr. Jerilyn McIntyre, Dr. Charlotte Tullis, Dr. David Soltz, Mr. Keith Champagne, Mr. Carmen Rahm, Mr. Dave Storla, Ms. Linda Mahaney, and Mr. Doug Ryder for their expertise and financial support.*

Primarily, the Adaptive Technology Lab (ATL) will be used for presentations about and training on adaptive/assistive technologies and will be available to students with disabilities who wish to utilize adaptive computing equipment and/or software programs to take exams and complete reading and writing assignments. During Fall Quarter, 2006, the DSS ATL will be open from 8:00am to 5:00pm Mondays through Fridays and some evenings (days and times to be determined).

**CLASSROOM MANAGEMENT SYSTEM BEING TESTED:** ITS and the Library staff are evaluating a classroom management system called SchoolVue. This system allows an instructor/presenter to monitor and/or control the activity of students while they are using the computers in the lab. Such things as web surfing during class can be shut off as well as completely locking the student keyboard and mouse during a presentation.

In a more constructive mode the system allows the current screen on an individual computer to be shared to one, some, or all of the computers in the lab. This allows an instructor/presenter to demonstrate a concept while the student watches each step on their own screen. Instructors can also temporarily take over a student's computer from the instructor's computer to actually perform a function for the student if the student needs help. Many other features are included in

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the software which we have only started to explore. The software is currently installed in the Library 154 and the Bouillon 103 labs. Watch for more on this in future reports.

**WELCOME HYDRA/DRACO:** Last month we said goodbye to two large refrigerator size computer systems called Hydra and Draco. This month we received their replacement, an equally large double door refrigerator sized HP GS320 from an HP reseller. It has thirty-two 1000 Mhz processors with configurable 2GB memory per processor, which makes it the fastest computer system on campus, or approximately 37% faster than the current PeopleSoft production system. The planned initial deployment of this system will be in support of the HRSA 8.9 upgrade planned for rollout in Oct 2007. It will be configured to support a 4-processor database and a 4-processor application system for the pre-production steps of the HRSA upgrade.

**TRI-ANNUAL SECURITY COMPLIANCE:** The tri-annual Security compliance audit report from the state Auditors office has been received. The report showed no findings of significance and offered suggestions on how to improve our security plan, which will be adopted in our next Security plan. A big thanks to Terilee Germain for all her hard work in updating our Security Policy.

**MAIL SYSTEMS UPGRADE:** With the exception of the administrative post offices, all the others (Students, Faculty, and Student Affairs) have had their back office hardware upgraded and operating system change to Linux. The administrative post office is expected to be upgraded by the end of October; this will complete the first phase of our planned migration from the Netware operating systems to the open operating system Linux. The second phase of our migration from Netware to Linux will include all file and print services, and is scheduled to start in mid 2007.

**COMPUTER CENTER COORDINATOR NAMED:** Ron Breckon's responsibilities have recently been expanded to include coordinating and facilitating all maintenance and changes to the Computer Center environment and ancillary systems. This includes responsibility for compliance with the Computer Center Environmental and System Change policy. Ron will be the focus for the Computer Center and as such have knowledge of all activities within the Center, and have the responsibility to assure that all activities in the Computer Center are planned, documented, and executed professionally to minimize any risk of service disruption or security vulnerabilities. This is an important step forward for ITS and the University and will move us towards our goal of insuring that our Computer Center facility runs smoothly, has policies, is controlled and secure.

**NEW EMPLOYEE IN NETWORKS:** Starting October, 16 Jason Gerdes will join the ITS team as the ResNet Information Technology Specialist in the Networks & Operations group. He replaces Michael Backman who moved to the Kansas City area where his wife is attending Graduate school. Jason is a CWU graduate and has worked the last several years for an ISP in the basin. We are looking for to Jason's arrival.

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**PBX MAINTENANCE:** Periodic system reloads are required when telephone software programming shows signs of corruption. The system was scheduled for a brief outage on Friday, September 22, to perform a database reload. This successfully cleared up some service problems. Scheduled service affecting outages are reported on the Intranet Outages site.

**CLIP 3 – HEBELER CABLING:** 100% engineering documents are being finalized and construction has started on Hebeler 2<sup>nd</sup> floor Com Room. Estimates will be provided by the selected cabling contractor over the next week. Cabling will proceed after the Com Room and core drilling are complete. Hebeler rewiring is scheduled to be completed by the end of October. Engineering will begin on Farrell Hall during October, so that cable installation can occur in November/December.

**BLACKBERRY:** A new model, the Blackberry 8700, is available which features a full Qwerty keyboard. To discuss your equipment and plan options please call Sue Gardner at extension 3438.

**DEBBY'S VOICE MAIL AND PHONE TIPS:** To access and change your mailboxes  
Personal Options: Log in to your mailbox; Press 4 to access your Personal Options menu (most likely due to your prompt level, you won't hear this option after you log in but it is available so just go ahead and press 4) Your options will include:

1. Notification On or Off
2. Administrative Options
3. Greetings
4. Notification Options

Check out your Options and call Debby at 3428 if you have questions.

Kamola and Sue Lombard Hall residents; to request a mailbox or for questions, residents can e-mail to [phones@cwu.edu](mailto:phones@cwu.edu). When doing so, please include your dorm (Kamola or Sue), room number, phone number, and name or names of room occupants who would like to have a mailbox assigned.

### **ONGOING PROJECT SUPPORT:**

**Dean Hall** - Design and Development drawings are being reviewed. Wade Richardson is the Telecom contact for this project.

**Nicholson Remodel** - scheduled to be complete by the end of September. IT portion is will be complete with the installation of 2 additional wireless access points. These new WAP's will cover the field house and the North end of the building including the Men's locker room.

**Wellness Office** - will be moving to SURC requiring additional communications cabling to be installed. Steve Ashbrooks is the Telecom contact or this project.

**Tomlinson Stadium** – The NCAA will be video streaming the October 14<sup>th</sup> Wildcat Football vs. Western Oregon game for College Sports TV. ITS has been asked to provide network connectivity for the web stream. A team of ITS personnel met to consider solutions for this

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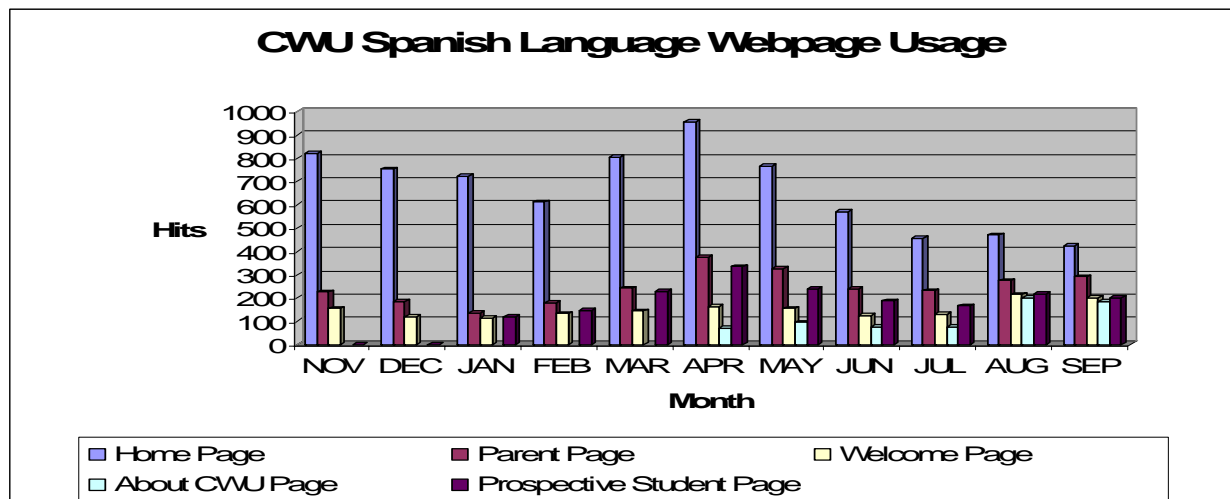
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request. With no fiber available at the stadium and no time to engineer and install it in time for the game the interim decision was to provide high speed DSL access through FairPoint Communications. To provide a permanent solution funding is being sought to establish a connection to the CWU Network. Once connected to the CWU Network, wireless can be made available to attendees in the stands, concessions and all occupants in the Football Press Box.

**WEB CAM AND WEATHER STATION DOWN FOR REPLACEMENT:** After almost 7 years of service the university web cam is down and due for replacement. We apologize for any inconvenience and are working to identify funding to replace the camera, pan/tilt system and weather station. When purchased, the new system will feature images that are of a better quality and a new weather station with the ability to archive weather data. There is no current timeline for returning the webcam and weather station to service.

**STUDENT DEVELOPERS BACK AT WORK:** With a cadre of 9 student Web Developers, the Web Office is again fully staffed and ready to handle your web needs. The ITS/Web Office offers the “Direct Support Program.” Departments, Divisions and Colleges participating in this program realize a 40% labor savings in Web maintenance. This opportunity provides students “real world” experience, and takes advantage of economies of scale. If interested, contact Jesse Days at ext. 2810.

**SPANISH PAGES CONTINUE TO BE POPULAR:** The bi-lingual Web sites here at CWU continue to be very popular with hundreds of page visits, especially in the top level area. With the changing demographics of our area, CWU recognizes the importance of offering this service. The graph below shows the number of “hits” on several key Spanish pages over the past several months.



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