



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates) April 2011

LINKS OF INTEREST:

- HELPDESK on Facebook [CLICK HERE](#)
- User Technology Training Opportunities [CLICK HERE](#)
- IT Department Project List [CLICK HERE](#)
- Online Student Tech Guide [CLICK HERE](#)
- Online Faculty & Staff Tech Guide [CLICK HERE](#)
- Scheduled PeopleSoft Outages and Related Events [CLICK HERE](#)

ADMINISTRATION & MANAGEMENT

New Employee in Enterprise Applications – We're pleased to welcome Sridher Komakula into the ITS family. Sridher has been working in CWU's Financial Aid department for the last year as a functional specialist. Prior to that, he worked as a PeopleSoft technical developer in several consulting engagements so comes to us with some excellent experience. He will primarily provide support to projects in the Student Admin area with emphasis on Financial Aid. Sridher began working with Enterprise Applications April 16.

Student Technology Committee Update – The CWU Student Technology Committee has met several times this year, and the members (6 students and 4 faculty/staff) have made some significant decisions to improve efficiencies and increase technology services for students. Recent approvals include:

- Approval of partial funding (\$14,000/year for 3 years) for CWU Mobile Central Smartphone App. Joint funded with Auxiliary Services and University Advancement.
- Approval of "Green Printing" initiative to improve accountability of student/guest printing in labs and library. This investment (\$35,000 one time) into a product called "PaperCut" will reduce printing costs and waste significantly in the coming years.
- Approval of SmartThinking Online Tutorial Service for all students (joint funded with other sources on campus). \$4,000/year for 3 years.
- Restructuring of Lab Assistant Student Employment to reduce (via attrition) approximately 40% of the Student Lab Assistants, saving nearly \$140,000/year. This funding will be reinvested in other technology services and improvements for students.

WHETC & CTC-ITC Promote IT Collaboration and Partnerships - Carmen Rahm, AVP-IT, attended the April Washington Higher Education Technology Consortium (WHETC) meeting (4/20) and the Community & Technology College IT Council (ITC) (4/21) in Olympia. WHETC is focused on collaboration between the six 4-year universities and the SBCTC. Discussions focused on pending legislation impacting IT, consortia agreements including Elluminate & LMS Licensing, Mobile Applications, K-20 Network and more. The CIOs from 5 of the 6 universities attended the ITC to learn about initiatives within the CTCs regarding their new Enterprise Information System (EIS) project and much more. Over the past few years, driven by legislative

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mandate, budget cuts, and because it's the right thing to do, collaboration and joint partnerships between the IT organizations at all schools in Washington State has increased dramatically.

CUSTOMER and TRAINING SERVICES (CaTS) SUPPORT

Did you get the “App” yet? – Faculty and students! Check out the new Blackboard mobile app, you can get it on your smart phone for free! You can check your class announcements, and discussion boards all on the go! Who doesn't want an app that makes your academic life easier? It's easy to install, just:



- Visit the appropriate “App Market” for your device
- Search for “Blackboard Mobile Learn”
- Install the app
- Search for Central Washington University and log in to Mobile Learn with your Wildcat credentials.

CUSTOMER SERVICE & TRAINING

Technology Training Summary - For the month of April, ITS Training offered a hands-on GroupWise Email on the Web class, a hands-on Campus Computing Orientation class, and a special demonstration on iPhones & iPods (see below). Demonstrations using Elluminate Live! were also held on Proxy Access in GroupWise, and Customizing GroupWise on the Mac and PC. Attendees rated these classes an overall 5 out of 5.

Upcoming “Technology” Training Opportunities - In May, ITS Training will be conducting hands-on classes on GroupWise - Beyond the Basics for the PC and Mac, and a demonstration on the PC upgrade to Windows 7 and Office 2010. Friday morning workshops via Elluminate Live! will be held on various topics.

Don't forget, if you are new to campus, ITS Training highly recommends its 30-minute, hands-on computing orientation which is done by appointment only as it is a one-on-one class. Check out <http://www.cwu.edu/~itstraining> for scheduling, class descriptions, and a registration form.

Administrative Applications Training Summary - For the month of April, Administrative Applications Training offered thirteen Safari classes, two Payroll classes and ten FMS classes. Twelve users benefited from taking advantage of these training opportunities.

Upcoming “Administrative Applications” Training Opportunities - In May, Administrative Applications Training will be offering classes in Safari, Payroll, and the Financial Management System (FMS). Access class schedules, detailed descriptions, and registration forms by clicking on the appropriate link located here: http://www.cwu.edu/~pmits/training_splash.html

If you are a faculty member new to CWU, Enterprise Systems Training strongly recommends that you attend a Safari 102 class. Safari is the system that contains all information you may need as a faculty member including, but not limited to, Class Rosters, Teaching Schedule,

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Advisement Information, etc. You may also view your personal Contact Information as well as your Pay Advice through the Safari system.

If you are a new staff member, you may want to check with your supervisor to see if you need access to the Safari system. If so, your supervisor will need to fill out and submit an on-line Safari Access Form located at <http://www.cwu.edu/~pmits/safari/safariaccessform.html>.

Numerous Safari classes exist for staff. View their descriptions at http://www.cwu.edu/~pmits/fms_safaritraining/SafariTrainingSchedule.htm.

Enterprise Systems Training also offers classes in managing your department's finances through the Financial Management System (FMS). You may want to ask your supervisor if you need access to FMS. If so, you will need to fill out and submit the on-line FMS Access Form located at <http://www.cwu.edu/~acctng/fmsaccessform.htm>. Check out the FMS class descriptions at http://www.cwu.edu/~pmits/fms_safaritraining/FMSTrainingSchedule.htm.

IT Training Staff & Techs Team up for “iTraining” - Sue Gardner from Telecom, Colleen Halvorson from the Help Desk, and Jeff Knackstedt from Computer Support Services all partnered with Kristi Gladen from ITS Training to provide a one hour demonstration on using iPhones & iPads. Nearly 15 people attended this informational session that was part instructional and part Q & A.

DESKTOP INITIATIVES & SERVICES (INCLUDING CLASSROOMS & LABS)



First Academic Department moves to Windows 7 – Industrial and Engineering Technology will be the first Academic department at Central to fully transition to Windows 7. With the construction of the new wing at Hogue Technology, Capital funds provided the much needed opportunity for updating the desktop infrastructure within the IET department. These new computers will be loaded with Windows 7, and older computers retained will also be loaded with Windows 7 prior to being assigned to a new user. This transition is both an opportunity and a challenge as it will provide the capabilities of a newer 64bit operating system along with the learning curve associated with any new computer product.

ZenWorks 10 Project Focuses on Better Service for our Customers – ITS is completing deployment of the ZenWorks 10 agent. As of the end of April, approximately 15 computers remain to be upgraded. ITS staff has been testing the Zen 10.3.3 Agent update that will be deployed in the first part of May. This update provides the latest support for Windows 7 as well as other updates and improvements. The ZenWorks 10 project is a prerequisite for migration of our Windows-based computers to the Microsoft Windows 7 operating system. The transition to Zen10 has been publicized in the monthly report, however the month of May will mark the first time that the Zen10 tool will be used to deploy applications. In the future, some of the standard campus software will be delivered automatically by the Zen10 agent without user interaction. The first application that will be delivered in this manner will be the NetSupport Notify application which is part of our campus alert system. Though it is already deployed as part of our standard

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build, the additional push of this application with Zen10 will provide automatic installation in the event that it has been inadvertently removed. Other applications and utilities will later be delivered this way as well, including larger applications such as Microsoft Office 2010.

Blackboard Server Upgrade – Funding has been made available to upgrade the servers/hardware supporting the Blackboard Learning Management System. The existing servers and hardware is approaching end-of-life, thus requiring replacement. In April, new server equipment was installed in the Computer Center with configuration and testing to follow. This project is a collaborative effort with MTIS. Funding was provided by the CWU Web Online Course fee. The ITS Networks & Operations group will configure and complete system testing in the month of May. Live user testing is planned for this summer with go-live scheduled for fall quarter 2011.

ENTERPRISE SYSTEMS & DATABASES

Major Software Project Statuses – Updates for several major software projects underway.

- **HRSA Upgrade from Version 8.9 to 9.0 Project Status** – The pace of work quickened during April for both functional and technical staff involved with the HRSA 9.0 Upgrade Project. The Executive Project Team – Monthly Status reported, “The project is in a category of **“GOOD”**. The technical upgrade for the 1st pass was completed. Data validation is ongoing and progressing well. The 9.0 Fit/Gaps have concluded. The remaining deliverables will be made available shortly.”
- **HRSA 9.0 Project Upgrade Accomplishments** – The following chart lists major accomplishments for April, as reported to the Executive Project Team and Cabinet.

ACCOMPLISHMENTS	
Financial Aid Fit/Gap – These sessions focused on changes associated with the packaging and repackaging processes that is delivered in 9.0.	Human Resources/ Payroll Fit/Gap – As there were few changes in 9.0, these sessions focused on processing issues and future plans.
1st Upgrade Pass (technical) – The upgrade scripts were executed against the copy of production resulting in a development and prototype database.	Hardware Upgrade – The installation of this hardware was completed. It includes increases in both processor cores and memory.
Fit/Gap Deliverables – The fit/gap findings have been completed for Campus Community, Student Records, Student Financials, and Degree Progress.	Customization List – A preliminary list of priorities for customizations have been compiled for all areas.
Migration Path – The definition for where customizations will be worked and how they get migrated from one database to another was created.	

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Completion is planned for April 2012. If an upgrade is not completed by the end of 2012, the university's Human Resource and Student Administration (Safari) systems will no longer be supported by the vendor for critical updates such as Financial Aid regulations, tax updates, and other major changes.

- **Ancillary Projects** – There are significant development efforts (work requests) continuing in the HRSA 8.9 production system. Expected completion dates have been slipping, due to OFM delays in approving temporary positions, resulting in overstretched resources. If not resolved soon, this situation will have a downstream effect on resource availability and eventually project scope.

Raiser's Edge is Moving to the CLOUD – With the full endorsement and support of ITS, University Advancement has signed a contract to convert their existing Raiser's Edge database to a new hosted (cloud) version of the same product. This move was made necessary when the vendor (Blackbaud) elected to drop support of the Oracle-based version currently in use. By "hosted" we mean the software will actually be installed and made available from a remote site managed by Blackbaud. That has the advantage of moving all product upgrades and support to the vendor. It also will make possible easier connection to utilize some of Blackbaud's other products. No schedule has been set for this move but it is anticipated that conversion activities will start later this summer.

EIS Governance Updates – Status reports for various Governance activities.

- **EIS Governance April Meeting** – At the April meeting, discussion centered on the HRSA 9.0 Upgrade Project. Key information included distribution of the first Executive Project Team - Monthly Status Report, which is available at http://www.cwu.edu/~pmits/statusreports/HRSAUpgrade8.9to9/GovernanceStatRep11/ExecutiveProjectTeamReport_April2011.pdf This report includes a temporary staffing update, progress to date on Fit/Gap meetings, and upcoming retrofit of existing customizations. Additional information can be found at: <http://www.cwu.edu/~pmits/EISGovernance.html>
- **EIS Governance Charter Revision** – For the past several months, EIS Governance Coordinator, Don Diebert, with the assistance and input of the EIS Governance team, has been drafting a revised EIS Governance Charter. Due to the recent university re-organization, a revised draft was distributed at the April EIS Governance Meeting. The plan is to finalize the document at the May meeting.

Work Requests and Projects' Status by Major Area – Every month, the Enterprise Information Systems (EIS) Governance Team meets to review the status of current work and new work requests for the major administrative/enterprise systems. The following charts show the current status of work requested, by system, as of the end of April. Additional information can be found at: <http://www.cwu.edu/~pmits/EISGovernance.html>

Work Request Status	Budget Planning	Data Whse	Fin Mgt System	General Admin/ System	Human Resource	MIST	Student Admin	Total
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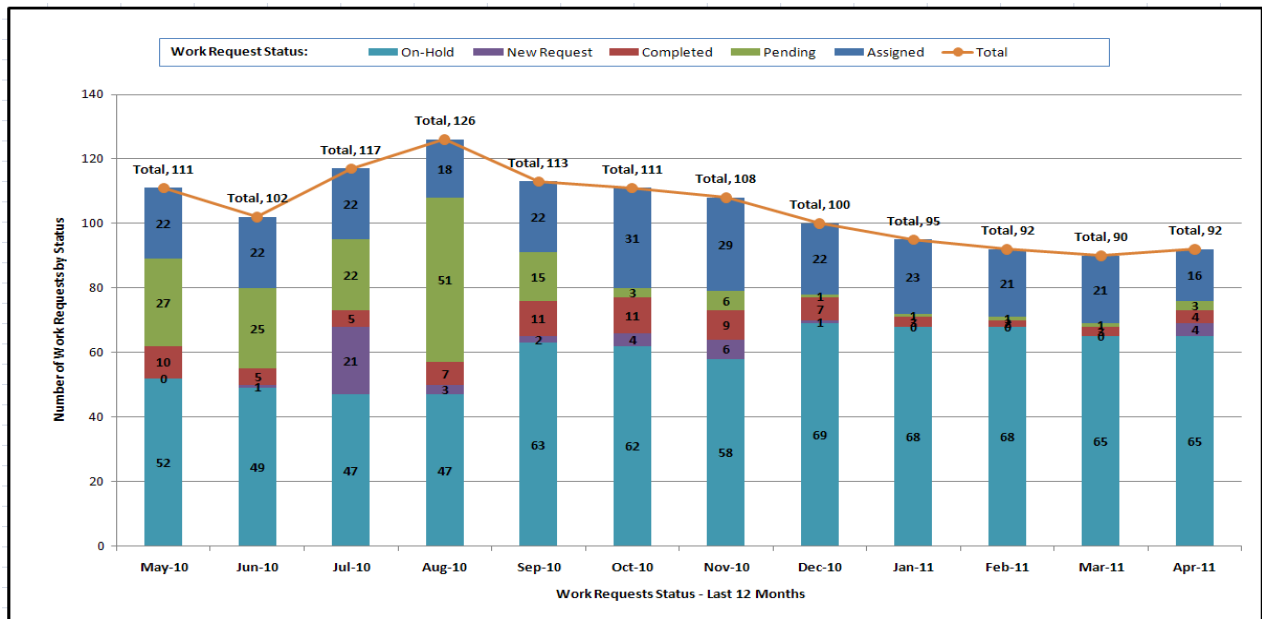
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Work Request Status	Budget Planning	Data Whse	Fin Mgt System	General Admin/ System	Human Resource	MIST	Student Admin	Total
Assigned			5	1	1	2	7	16
Completed	1		1				2	4
Pending	1			1			1	3
New Request				1			3	4
On-Hold	1	4	8	4	12		36	65
Totals:	3	4	14	7	13	2	49	92

Projects by Type/Stage	In Process	Planning	Proposed	On-Hold	Complete	Future	Total
Auxiliary Applications	5	3		2	2		12
Enterprise Software	1	7		13		2	23
Instructional Technology	3		6			2	11
IT Capital Project	2	4	1				7
IT Infrastructure	2	1	22				25
Other Enterprise Apps.	4			1		2	7
Productivity/Office/Desktop	2	1		1			4
Telecommunication	2		2				4
Totals:	21	16	31	17	2	6	93



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Work Requests and Status by Month – Total number of Work Requests by Status, are shown for the April 2010 through April 2011 period in the chart above. During April, the total number of Work Requests increased, mostly due to “mandated” changes in HECB reporting, and federal requirements. As noted previously, most of the work currently assigned (to Functional and/or Technical staff) was anticipated to be complete by April. However, staffing limitations plus new requirements have pushed out completion dates on many work requests until at least June.

Support for the Office of Institutional Effectiveness – ITS is working closely with Michael Gass, Director of the Office of Institutional Effectiveness, to provide support for the two -year project to begin development of a data warehouse and web-based management information system. This project is in response to the recently-completed CWU Task Force on Trend Reporting. The plan is to provide secure and interactive access to summary and detailed information on the 98 mission-critical trends and performance indicators identified by the Task Force.

CAPITAL FACILITY PROJECTS: The following are capital projects that ITS supports, under the direction/management of the Facilities Management Department (FMD). ITS plays a major role in these projects via network/telecom installations, desktop support upgrades, etc. Please, contact Keith Jones at (509) 963-2191 if you need more information.

IT Capital Project Status – April 2011

Capital Project (Title)	Project Stage	Expected Completion	ITS Work Status	Update
Hogue Technology Building Addition	In Process	June 2011	In Process	<ul style="list-style-type: none"> Installation of Data cabling is underway Furniture, Fixtures and Equipment (FF&E) procurement requisitions are being finalized; the desktop computer equipment has been arriving and is being prepped by the CSS Staff. The Networking & Telecom equipment orders have arrived and are being configured for installation. Door Access equipment has arrived and is being configured for installation in to the building. Planning is underway for desktop equipment installations and user data transfers.
Hogue Technology Building Remodel	In Process	September 2012	Future	<ul style="list-style-type: none"> This project is scheduled to start after the Hogue Tech Addition is completed in June 2011. FF&E procurement process is underway including technology needs for classrooms, labs, and office space.
Barto Hall Replacement Housing Services	In Process	September 2012	In Process	<ul style="list-style-type: none"> Demolition of the old building is complete. Underground pathways for future data connection services are being installed. FF&E procurement process is underway including technology needs for project.

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Science Building Phase 2	On Hold	TBD	Future	<ul style="list-style-type: none"> Project is waiting for Capital Funding.
Samuelson Building Remodel Project	On Hold	TBD	Future	<ul style="list-style-type: none"> Future Communications, MTIS, and ITS building Project is waiting for Capital Funding.
Digital Virtualization Lab	On Hold	TBD	Future	<ul style="list-style-type: none"> Project is waiting for Funding source.

NETWORKS, TELECOM & COMPUTER CENTER

Internet Bandwidth Utilization - The following charts show the Internet bandwidth for April 2011, for our two CWU networks. The ResNet bandwidth utilization (Figure 1) for the month shows a consistent and predictable pattern of usage at about 170 Mb/sec. The Campus network bandwidth (Figure 2) shows averages of 145 Mb/sec with occasional bursts near 170 Mb/sec. With additional demands for ResNet bandwidth, and higher needs for Campus bandwidth to support “rich content” and online courses, ITS has increased the “pipe” available to us from 200 Mb/sec to 500 Mb/sec. Not all of this can be turned on due to budget limitations, but we now have the capacity to expand to that level if needed and funded. Just three years ago, CWU’s total bandwidth was limited to 100Mb/sec.

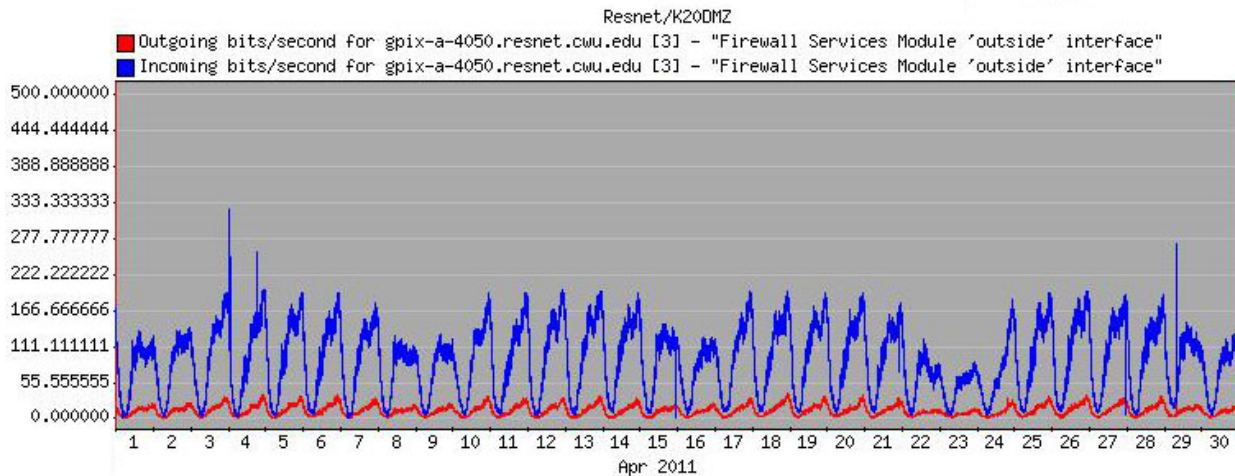


Figure 1: ResNet Bandwidth Usage for April, 2011

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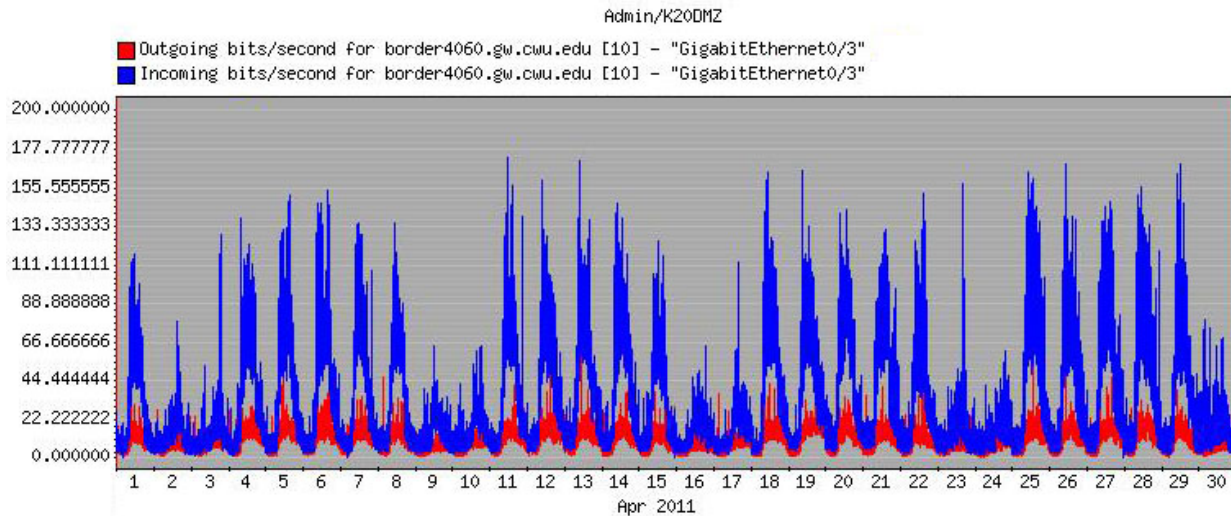


Figure 2: Campus Bandwidth Usage for April, 2011

HP-UX Upgrade Benefits PeopleSoft and Auxiliary Applications - Working long hours during the first week of April, consultants and CWU staff completed installation and configuration of a new blade server environment. Non-PeopleSoft databases (Aux Services, Facilities, Alumni, etc.) were migrated from the existing RX7640 platform to the new blade. Thus far performance improvements appear significant. Following the migration, an additional 16GB of RAM was also installed in one of the RX7640s. A similar memory upgrade will be completed on the other unit later this spring.

DE Upgrade - N&O is working closely with MTIS to install a new video head end system in the data center. The decision was made to locate the equipment in the data center rather than the Library since it is completely IP-based, and the data center provides redundant power and cooling and ample bandwidth for video applications. The convergence of data, video, and voice on IP networking infrastructure has necessitated that previously independent groups work much more collaboratively.

Hogue Addition - All networking electronics have arrived and are configured. Installation of wireless access points is scheduled to begin the first week of May, and N & O expects to have access to the com rooms to install the switches the following week. The network should be fully functional by the end of the month, with the addition of 900 data jacks and 28 wireless access points.

Data Warehouse - N&O is working with Applications and Project Management to develop a proposal for supporting the needs of the Office of Institutional Effectiveness. ITS will provide hardware, system administration, and DBA support, while OIE will be responsible for development, data mining, and presentation.

Information Request for Long Distance Statements – For all departments, March's long distance calls were processed and billed separately from your other telephone charges. Departments will receive a separate invoice and call detail for long distance charges.

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We plan to start e-mail disbursement of long distance statements with the June billing. To help significantly reduce paper and printing costs, departments need to identify and forward to phones@cwu.edu a list of their project ID's, the name and the e-mail address of the individual designated to receive electronic copies of their department's long distance bills. This information is needed no later than June 15, 2011. Information requests have been included with last month and this month's statements. Many departments have responded already, for those who haven't please respond as soon as possible.

Call Accounting Training - Training for all Telecom department staff was provided by Veramark's onsite trainer on the upgrade to the Verasmart Call Accounting System. Many improvements and changes to the call accounting system required training on the new hosted product. With training, staff can now easily process reports, set up alerts and schedule and e-mail statements.

AUXILIARY COMPUTING SYSTEMS

Blackboard Mobile Central - The CWU Smartphone application development has made great progress since last month. Current data source development milestones include CWU Branding, Faculty /Staff Directory, Athletics, Videos, Get Help, and the Ellensburg campus map. Links, Images, Events, News, Places (GPS aware building data) for the Ellensburg campus are close to being finished. We have received and tested the iPhone simulator for CWU. It looks great! The team is currently on track for the planned summer 2011 release dates.

Dining - Progress continues on the rollout of Web Menus which will provide nutrition information for all menu items. The site is up and running, but still requires the necessary data entry by Dining staff to enable viewing of all menu items. Targeted rollout is currently planned for mid May 2011. Additional summer projects include Dining's menu and recipe application Computrition to be migrated to Oracle 11g, and the purchase and installation of additional Micros cash registers.

Housing - Student History web page has been published. Access is for select Housing staff only. Data given per student lookup includes historic room assignments and complete housing log entries. The Re-Application process for current residents is ongoing.

Parking - The RFP for CWU's Central Transit was released the last week of March. The intent of the system is to provide real time transit tracking for CWU students, faculty, and staff through GPS map data for buses and their routes, Smartphone information (Blackboard Mobile Central), text messaging, and provide administrative tools to better manage the operation of its service. Three vendors have responded by the April 15th cutoff date. A vendor will be selected during May, with implementation planned to be complete by fall 2011.

Parking is also in the planning stages of upgrading 4 of the 6 permit vending machines for our guests. These devices would accept currency, debit and credit cards. This would be a piggyback purchase via a standing WHIE agreement held by WSU. Installation is targeted to be complete by the beginning of fall quarter 2011.

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ResNet – The wireless networking equipment was upgraded in Wendell Hill Halls A & B during the 3rd week of April. This should increase the range of wireless reception in both buildings.

WEB PROJECTS & SERVICES

Web Redesign and Content Management System (UPDATE) – Additional work continued on this project during April. The ITS Technical team continues to build the sample (prototype) site in our development environment.

Tasks in the development environment for April included:

The new campus Web calendar continues to be developed. The new calendar function is very powerful.

- Dates and times are chosen dynamically through a pop-up interface.
- There are numerous event types that can be chosen by Content Publishers.
- For the end user, calendar events can be filtered by event type.
- This is a campus wide event calendar that heightens community and campus awareness of activities on campus.
- We hope to add the additional feature of being able to filter not only by event type, but also by department which originated the event.

Additional work being performed by Public Affairs included:

- Information hierarchy for the new Web site
- Refining some aspects of the look and feel of the new site

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