



# CENTRAL WASHINGTON UNIVERSITY

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

**The Board of Trustees goes Green** - At their February 4th meeting, the members of the CWU BOT exchanged their usual binders full of papers for iPads in the continuing effort to save time and money. The first part of their meeting was devoted to a brief presentation by ITS Training on overall iPad usage, navigating the device, and the website that displays what used to be in paper format. After full implementation, the BOT will be using BoardDocs (an online service) for managing all Board material, access, and to fully conduct their meetings paperless.



**IT ePurchasing Site:** As was announced last month, the IT ePurchasing Site went live on February 1<sup>st</sup>, and has been getting significant use. Through this site, Purchasing Card (P-Card) holders are able to purchase the majority of their technology needs online either directly from ITS (for standard desktop computers) or from CDW-g for standard printers, monitors, laptops/tablets, and accessories. This new service was a joint effort between Purchasing & Contracts and the ITS Department. Check it out at [http://www.cwu.edu/~css/e\\_purchase/e\\_purchase.html](http://www.cwu.edu/~css/e_purchase/e_purchase.html). The ability to order Apple computers and peripherals is coming soon.



**Student Technology Committee Hits the Ground Running:** At the February 7<sup>th</sup> Student Technology Committee Meeting, membership agreed on the following items:

- A minimum “reserve” balance in the Student Technology Committee account was set, and is to be maintained to support potential emergent student technology needs.
- A commitment to provide \$25,000 (if needed) to migrate student email to “the cloud” was approved. While the ITS Department has been investigating this for some time, other priorities have put this on the back burner. Funding would be used to assist in the transition, as any cloud based email for students would likely be free, once implemented.

The next regular meeting of the Student Technology Committee is scheduled for March 7<sup>th</sup>, where one of the primary agenda items is presentation and demonstration of the proposed “Print Management System” that the Committee endorsed at the January meeting.

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**CWU Mobile Application Coming Soon** – As announced last month, CWU is proceeding with the development of a suite of SmartPhone applications (using the Blackboard Mobile Central application) for iPhones, Droids and Blackberries. Auxiliary Services, Student Technology Committee, and University Advancement are jointly funding this effort. Work is progressing with discussion with Blackboard and meetings with key groups on campus that will have information available via the applications. On the average, it takes about 3 months to get this service up and operational. We're giving ourselves a little extra time and are shooting for a July 1 launch, so that the CWU SmartPhone Application is available at Discover Orientation sessions. Watch for more on this exciting topic as summer approaches. The application will be free to download for everyone.



### **CUSTOMER and TRAINING SERVICES (CaTS) SUPPORT**



**Microsoft Online Training Coming Soon!** - This year we included, in our Microsoft campus agreement, a product called IT-Academy. This will allow students, faculty, and staff to take (at your own leisure, and at no cost to you) online classes to brush up on topics like Excel and Access. Look for this to roll out mid spring quarter! (ITS Goals 1, 2, 4, 5, 6 and 7)

### **CUSTOMER SERVICE & TRAINING**

**Upcoming Training Opportunities** - In March, ITS Training will be conducting a hands-on class on GroupWise Calendar for the Web, demonstrations on Office 2011 for the Mac, and a demonstration on the campus upgrade to Windows 7 and Office 2010. Friday morning workshops via Elluminate Live! will be held on various topics. (ITS Goal 4 and 6)

**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. (ITS Goal 4 and 6)

**ITS Training partners with Ed Tech Center** - In early February, ITS Training teamed with the Ed Tech Center to do a demonstration using Elluminate Live! for meetings, instructional sessions and more. (ITS Goal 4 and 6)

### **ENTERPRISE SYSTEMS TRAINING**

**Download Class Rosters to Excel in Safari** - Since we will begin a new term in the month of March, remember that you can download class rosters to Excel with the simple click of a button. If you are a faculty member, refer to section 2.2.2 of the "**Safari Faculty Guide Section 2 – Faculty Center**" document for directions on how to do this. Staff members will find directions on downloading class rosters to Excel in the document entitled "**Viewing a Class Roster.**"

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**Change Your Default Term in Safari** - Also remember, with the start of the new term, that you may need to change the term you have set as a default in Safari. If you are a faculty member, refer to section 2.1.2 User Preferences of the **“Safari Faculty Guide Section 2 – Faculty Center”** for directions on how to do this. Staff members will find directions on changing their defaults in the document entitled **“Specifying User Defaults for Student Records”**. For a copy of any of the documents listed above, click on this link:

[http://www.cwu.edu/~pmits/fms\\_safaritraining/safari\\_guides/SAFacultyandStaffGuide.html](http://www.cwu.edu/~pmits/fms_safaritraining/safari_guides/SAFacultyandStaffGuide.html)

Faculty members should refer to the leftmost column of the html page that opens. Staff members should refer to the rightmost column of the html page that opens. (ITS Goals 1, 2, 4, 5, 6 and 7)

### **DESKTOP INITIATIVES & SERVICES (INCLUDING CLASSROOMS & LABS)**

**Student Lab Software Policy** – Staffing reductions and an increased workload on remaining technical staff now necessitates our adherence to this policy. In September of 2005, this policy was set in place to cover the software addition requests that are made for student labs and classroom labs. The purpose of this policy was to set down guidelines by which the software requests for these labs would be processed, and once approved CSS could ensure installation prior to the start of quarterly classes. The policy can be viewed at this link

<http://www.cwu.edu/~css/install-policy.pdf> and is posted on the CSS web page

<https://www.cwu.edu/~css/>. For the upcoming quarter, CSS will work to ensure that requests made prior to March 11<sup>th</sup> are available at the start of spring quarter classes, after March 11<sup>th</sup> please refer to the policy for submission dates. (ITS goals 1, 7, and 8)

**User Authentication in Student Apple Labs** – An effort is underway to enable and require user authentication on the Apple OSX operating system in our student computer labs. While user authentication has been required for years in our Windows-based computer labs, the Apple systems have not been able to interface with the eDirectory structure or authenticate in a secure manner to our LDAP system. Pending changes in our password authentication will allow these features on OSX that are presently used on Windows. Testing is still underway, and ultimate success with this project will be dependent on several inter-related systems, but CSS is optimistic that this will be ready for the beginning of fall quarter in student labs and available for faculty/staff at the same time. (ITS goals 1 and 7)

**ZenWorks 10 Project Focuses on Better Service to our Customers** – ITS is completing deployment of the ZenWorks 10 agent. In February, the upgrade was completed for the CWU users that handle tier 2 support for our PeopleSoft Enterprise Information Systems. We are planning to complete the upgrade of services at our CWU Centers over spring break. The ZenWorks 10 project is an upgrade of the computer management software and is a prerequisite to migrate our Windows-based computers to the Microsoft Windows 7 operating system. (ITS Goals 1, 4, 5, 6, 7 and 10)

**Black Board Server Upgrade** – Funding has been made available to upgrade the servers/hardware supporting the Blackboard Learning Management System. The existing

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servers and hardware are approaching end-of-life, thus requiring replacement. This project is a collaborative effort with MTIS that is in the planning stage, with the goal of placing an order for the new equipment in March 2011. Funding for this upgrade is provided by the CWU Web Online Course fee. The ITS Networks group will install, 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. (ITS Goals 1, 4, 5, 6, 7 and 10)

### **ENTERPRISE SYSTEMS & DATABASES**

**MIST (Management Information Systems Team) Initiative** – During February, the Employment Reports for faculty and staff were completed and access provided to key administration. The Faculty Components of Pay reports will be available the first part of March. These reports are available in the Safari system. Report writers are continuing to develop new reports using the three new tuition revenue tables that were completed last month. Demonstrations of reports and new pages that focus on employment data, faculty workload, and course cost data, and tuition revenue that are in our test environment were given to members of the Business and Financial Affairs area for their review and to receive feedback. (ITS Goals 1, 2, 4, 5 and 6)

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

- **Critical HRSA Upgrade from Version 8.9 to 9.0 is Underway** – During February the approach was to focus on a standard upgrade to maintain current functionality while benefiting from various new/improved processes and features. Key to supporting this



effort is providing limited temporary staff (backfill) for key functional and technical staff. Our current staffing levels barely support day-to-day production and maintenance. Upgrades, which can provide numerous process improvements and efficiencies, are beyond what existing staff can fit into an already reduced work schedule. The revised schedule has preliminary technical work underway, with the major technical work efforts underway, and functional work (Fit/Gap

Meetings, etc.) starting February. 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. The photo above shows the initial FIT/GAP session conducted by our consultants at CWU. (ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)

- **ePAF Heading to Production** – The Electronic PAF project went through some aggressive testing and tweaking in February. Our vendor, Smart ERP sent its project

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lead and one of his top developers to campus for 3 days of intensive work on the project. HR and Budget had several staff involved in the efforts looking to wring out any last issues or necessary changes. This effort was extremely valuable to the project and resulted in ePAF being almost ready for production. Final steps have been aimed at ensuring the project is ready for the move into our production environment and creating all the security necessary for its use. The first campus user groups will begin receiving training on its use March 8 to 10 and ePAF will be turned on in production March 16. (ITS Goals 1, 2, 3, 6, 7, 8, 9 and 10)

## EIS Governance Updates – Status reports for various Governance activities.

- **New EIS Governance Team Member** – Governance continues to be a major resource for information and direction for current, future work, and project requests at CWU. During February, Associate Vice President for Student Affairs/Student Life, Keith Champagne, agreed to join the EIS Governance Membership. Keith brings additional insight and information about Student Affairs programs that directly impact student success. EIS Governance strives to include representation from all areas of the university to best meet technology needs. (ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)
- **EIS Governance February Meeting** – During February, much of the discussion centered on finalizing the HRSA Upgrade Project Charter, filling temporary project assignments, and beginning the Fit/Gap Sessions which provide “delta” information for system changes. Additional discussion included updates on current activities. Additional information can be found at: <http://www.cwu.edu/~pmits/EISGovernance.html> (ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)
- **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. A final draft was distributed at the February EIS Governance Meeting. The goal is to finalize the document at the March meeting. (ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)
- **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 February. Additional information can be found at: <http://www.cwu.edu/~pmits/EISGovernance.html> (ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)

Work Request Status	Budget Planning	Data Whse	Fin Mgt System	General Admin	Human Resource	MIST	Student Admin	Total
Assigned	1		6	1	2	2	9	21
Completed					1	1		2
Pending	1							1
New Request								

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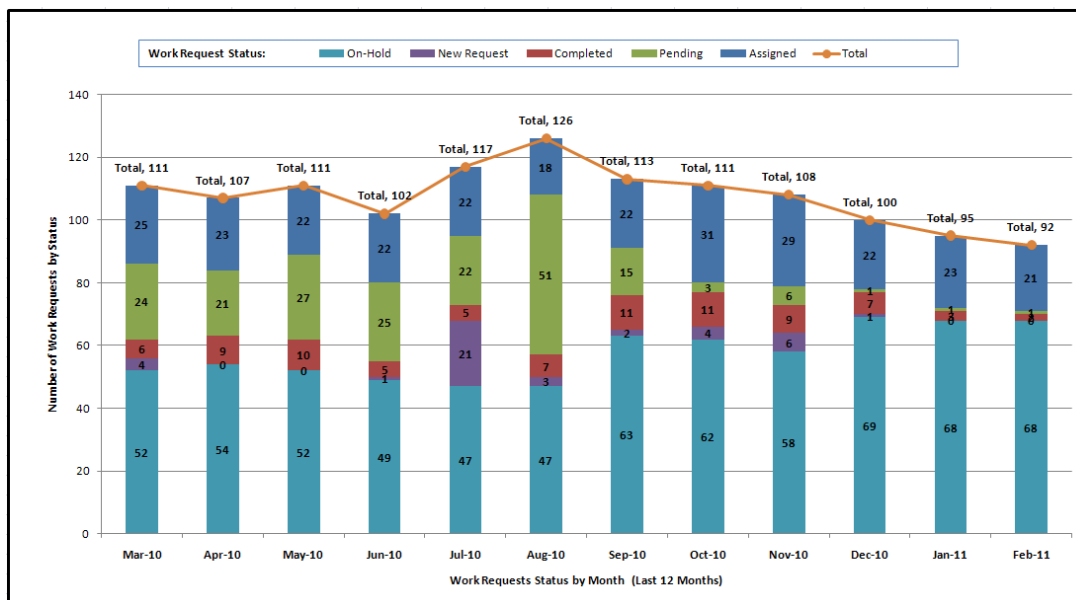


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Work Request Status	Budget Planning	Data Whse	Fin Mgt System	General Admin	Human Resource	MIST	Student Admin	Total
On-Hold	1	4	8	7	12		36	68
<b>Totals:</b>	<b>3</b>	<b>4</b>	<b>14</b>	<b>8</b>	<b>15</b>	<b>3</b>	<b>45</b>	<b>92</b>

Projects by Type/Stage	In Process	Planning	Proposed	On-Hold	Complete	Future	Total
Auxiliary Applications	7	3	1	1	1		13
Enterprise Software	2	7		13		2	24
Instructional Technology	3		6				9
IT Capital Project	2	4	1				7
IT Infrastructure	4		24				28
Other Enterprise Apps.	2			1		5	8
Productivity/Office/Desktop	2	2		1			5
Telecommunication	2		2				4
<b>Totals:</b>	<b>24</b>	<b>16</b>	<b>34</b>	<b>16</b>	<b>1</b>	<b>7</b>	<b>98</b>

- Work Requests and Status by Month** – Total number of Work Requests by Status, are shown for the March 2010 through February 2011 period. During February, the total number of Work Requests continued to slowly decrease. Most of the work currently assigned (to Functional and/or Technical staff) is anticipated to be complete by April. Starting April, most technical staff will be focused on retro-fitting customizations from HRSA Version 8.9 as part of the upgrade to HRSA Version 9.0. As Upgrade Fit/Gap Findings are issued, some of the On-Hold Requests may be cancelled. (ITS Goals 1, 2,



4, 5, 6, 7, 8 and 10)

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**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. (ITS Goals 1, 2, 4, 5, 6, 7)

## IT Capital Project Status – February 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"> <li>Installation of Data cabling is underway</li> <li>Furniture, Fixtures and Equipment (FF&amp;E) procurement requisitions are being finalized; the desktop computer equipment has been approved. The Networking &amp; Telecom equipment orders are pending.</li> </ul>
Hogue Technology Building Remodel	In Process	September 2012	Future	<ul style="list-style-type: none"> <li>This project is scheduled to start after the Hogue Tech Addition is completed in June 2011.</li> <li>FF&amp;E procurement process is underway including technology needs for classrooms, labs, and office space.</li> </ul>
Barto Hall Replacement Housing Services	In Process	September 2012	In Process	<ul style="list-style-type: none"> <li>Demolition of the old building is underway.</li> <li>FF&amp;E procurement process is underway including technology needs for project.</li> </ul>
Science Building Phase 2	On Hold	TBD	Future	<ul style="list-style-type: none"> <li>Project is waiting for Capital Funding.</li> </ul>
Samuelson Building Remodel Project	On Hold	TBD	Future	<ul style="list-style-type: none"> <li>Future Communications, MTIS, and ITS building</li> <li>Project is waiting for Capital Funding.</li> </ul>
Digital Virtualization Lab	On Hold	TBD	Future	<ul style="list-style-type: none"> <li>Project is waiting for Funding source.</li> </ul>

## NETWORKS, TELECOM & COMPUTER CENTER

**Internet Bandwidth Utilization** - The following charts show the Internet bandwidth for February 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. (Goals 7, 8 and 10)

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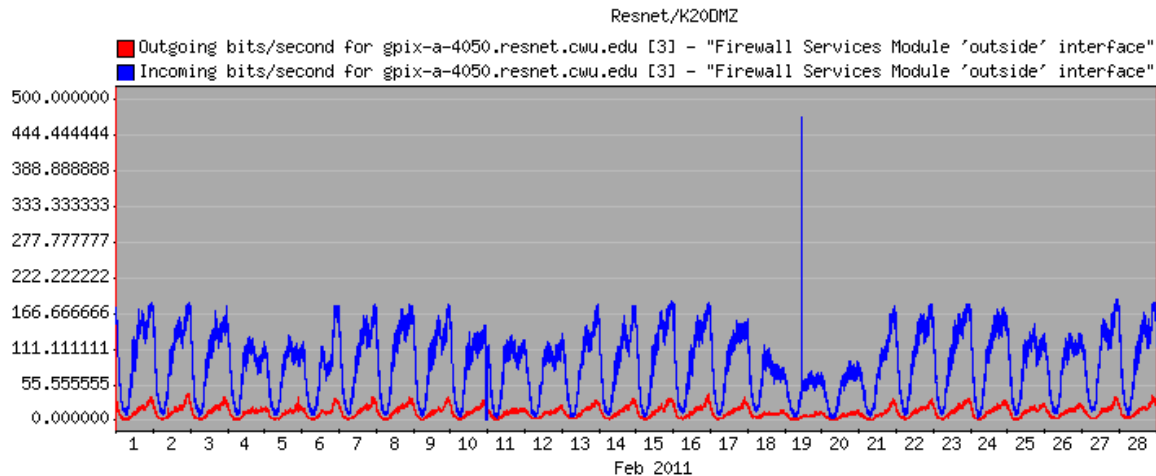


Figure 1: ResNet Bandwidth Usage for February, 2011

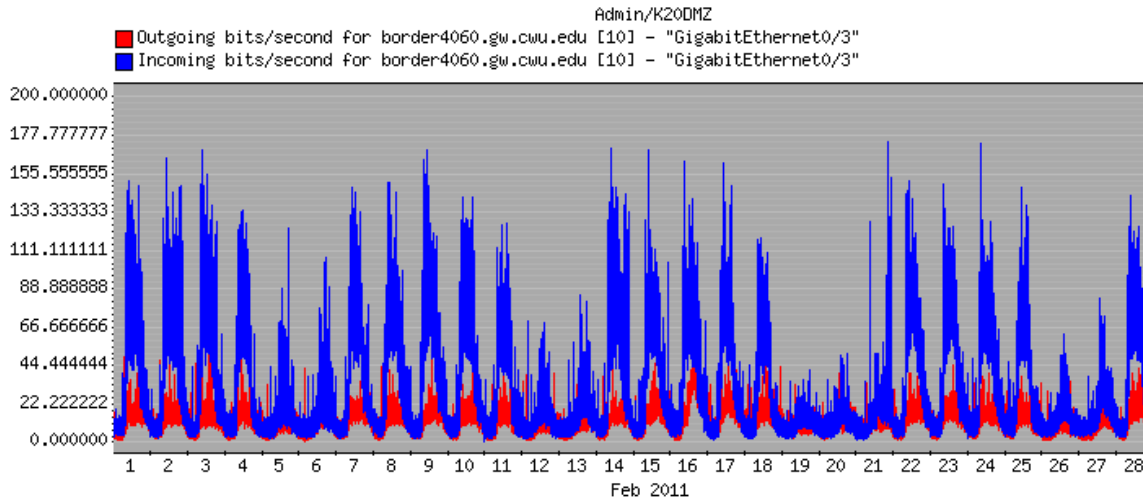


Figure 2: Campus Bandwidth Usage for February, 2011

**HP-UX Upgrade** - After extensive consultation and negotiation, N&O has finalized the order for the hardware necessary to support the upcoming HRSA upgrade. Pending approval from Olympia, ITS will be increasing the memory on the existing platform and adding a blade system which will position us well for any future needs we might encounter as our PeopleSoft environment evolves.

**VMWare Virtualization Environment** - Work continues on upgrades to the VMWare environment. The upgrade of the management system is complete and a new blade running the latest software has been added to the cluster. The remaining seven blades will be upgraded over the next few weeks.

**Video Surveillance System** - 32 cameras have been installed in the Wildcat Shop. N&O staff has upgraded firmware and configured the cameras to record to the server and will be working

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with Wildcat Shop and other Aux Services staff to assist them in utilizing the system to its full potential.

**Macintosh Access to Network Volumes** - The client with which many Mac users accessed their network volumes in the past does not function with OS X 10.6.x and there are no plans to continue development. As a result, many Mac users have felt orphaned as they have upgraded their operating systems only to discover accessing their network files is clunky at best. N&O has been working to make the Mac experience more seamless by enabling native file access on certain servers and configuring the appropriate security settings on a select group of accounts. This service is still in the experimental phase and limited in scope. Expect broader availability in the coming months.

**Hogue Addition** - N&O is finalizing the order for the networking equipment for the Hogue addition. This will be a dense installation with nearly 900 Ethernet ports and 30 wireless access points. Power over Ethernet will be supported on all jacks, enabling simplified connection of access points and IP phones throughout the building. Interior wireless coverage should be ubiquitous, and exterior coverage will be offered in select locations.

### **AUXILIARY COMPUTING SYSTEMS**

**Dining** - The vendor will potentially release the Linux version of Web Menus in the first week of March. The Connection Card system, Cbord, will be upgraded to version 6 during the coming spring break. (Goals 1, 2, 8 and 10)

**Housing** - New Judicial Officer tracking applications have been created and published. These include Noise Violation, and Wellness Center referrals for Prime for Life classes. (Goals 1, 2, 6, 8 and 10)

**Parking** - The Flex testing database has been migrated to Oracle 11g. We are in the final round of testing for Flex 7.1 upgrade. The next phase will be migration of the Production application server and Oracle database. Parking staff have been asked to provide cashiering services for all customers who want to pay for permits or citations at their office. Trish Swanson is working with the Bursars office in Barge Hall to implement these customer services. (Goals 1, 2, 6, 8 and 10)

**Student Empowerment** - The student event tracking application has been beta tested by Student Empowerment staff resulting in a request for minor changes to the application. These requests will be accommodated during the first week of March. (Goals 1, 2, 6, 8 and 10)

**WildCat Shop** - The 32 IP cameras, server, and disk storage have been installed. The system was live by February 24<sup>th</sup>. Timing of this rollout is great as spring quarter textbook sales begin March 1<sup>st</sup> (Goals 1, 7, 8, 10)

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### **WEB PROJECTS & SERVICES**

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

Tasks in the development environment for February included:

- Navigational aids commonly known as “breadcrumbs”
- Advanced/intuitive search features or tips (Did you mean?) commonly seen on Google
- Advanced calendar features to allow users to filter by event types
- Advanced menu system

Additional work being performed by Public Affairs included:

- Information hierarchy for the new Web site

(ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)

**Email Address Search Function** – Recent changes to the Family Rights and Privacy Act (FERPA) have resulted in a change to the definition of information that can be displayed in Campus Directories. In this case, email addresses can no longer be displayed for public use. They can, however, still be displayed for and used by staff, faculty, and students on campus. In order to accommodate this, we have modified the Campus Email Search for students such that it can only be displayed if your computer is connected within the campus network. If you've connected from off-campus you'll need to utilize an authenticated path such as the Wildcat Connection or GroupWise directory services. (ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)

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