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Year 2011



Student Guide

to Evaluating Information
Technology on Campus

MARSHALL
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Overview



Wherever you go to school and whatever you choose as a major or future career, you'll be using computers and other information technologies. It makes sense to check out the technology environment at the schools you're attending.

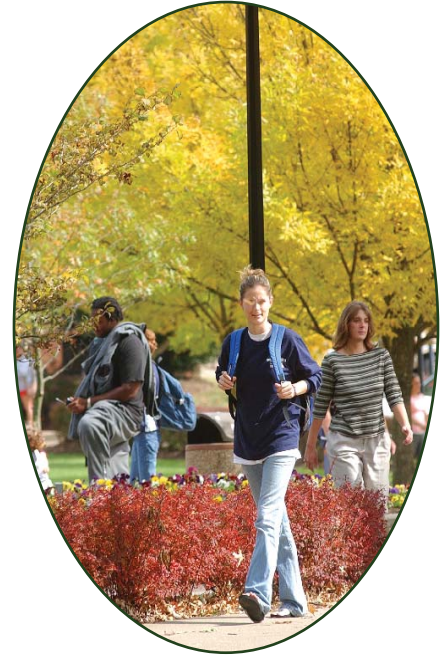
The Student Guide to Evaluating Information Technology on campus, in the form of questions, is based on the guide developed by EDUCAUSE in cooperation with the American Association of Collegiate Registrars and Admissions Officers (AACRAO) and the National Association for College Admission Counseling (NACAC).

You will be joining a community of people devoted to creating and sharing information—activities that can be enhanced by information technology. Finding answers to the Academic Experience questions can help you understand how technology is used to support learning and collaboration in your areas of interest or possible major(s).

Your campus experience will include some time spent taking care of practical matters, such as registering for classes, requesting transcripts, and paying tuition. Find out which transactions and the services that support them can be handled online and at a distance can help you determine how well your Administrative Experience would be.

Whether you will be a full-time or part-time student, living on campus or commuting, the school's social, extracurricular, and career services activities will be an important part of your educational experience. Questions related to Student Life will help you find out about the technology tools that facilitate different communities on campus, allowing for communication, personal development, and getting together in person and online.

There is a strong connection between the quality of technology services and the associated costs. There is also a wide variation in the ways campuses charge for these services. To evaluate the benefits you will receive and to compare costs, you'll need answers to Services and Fees related Questions.



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(304) 696-6671

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(304) 696-3200 (Huntington),
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1-877-689-8638



Academic Experience



>>> Active learning with technology: bringing students, faculty, and information together

1.1 How does the campus use technology to enhance teaching, learning, and access to information in your areas of interest? Examples include online syllabi, Web-based discussion groups and project teams, and electronic portfolios.

Faculty use online syllabi, online discussion groups, Web-based instruction (Powered by Blackboard Vista), and other electronic technologies to enhance teaching and learning. Marshall University has an electronic presence for all of the 4,000+ course sections each semester available to assist students and faculty in teaching, learning, and collaboration. This presence is available either in Blackboard Vista, MUBert or the myMU Web Portal or both depending on the course and faculty member.

1.2 Is there technology in the classrooms?

Yes. There is an array of classrooms that are technology-enhanced in many ways. State-of-the-art video and data projectors, DVD players, and touch-screen panels are installed in many classrooms. All general purpose classrooms are equipped with a gigabit Ethernet connection at the front of the classroom so faculty can easily connect a computer to the Internet. All general purpose classrooms also have WiFi 802.11n wireless network access points installed for student use in the classroom. Over 1,200 computers are available in special teaching classroom and laboratory facilities campus-wide.



1.3 Will you use technology to collaborate with other students in both your introductory and advanced courses?

Yes. Marshall University has several initiatives with the goal to engage the interests of students who will work both individually and in groups to solve problems using library, computer, and/or laboratory resources as research tools. UNI 101 provides students with an introduction to the university resources. The myMU Web portal provides training links, video vignettes, and other resources. The myMU portal provides "information channels" devoted to student needs and interests.

1.4 Does the school give credit for courses taken online from other institutions and sources of instruction?

Yes. Marshall University is a member of the Southern Region Electronic Campus via the SREB which provides matriculation agreements among its members. Marshall University is a leader in both fully electronic courses and blended courses using a combination of electronic and face to face meetings. Marshall University currently offers well over 100 courses fully online and has full accreditation for all of its online programs.

1.5 Does the school have multimedia labs you can use to work on projects? Is there help available?

All of the over 5,000 computers on campus are equipped with hardware and software to publish and produce multimedia content. Information Technology staffs a media room as part of the 24 Hour Study Center for the capture, editing and production of multimedia content. The MU Online Design Center operates a consultation center to assist faculty with multimedia encoding and electronic course content development. The primary function of the MUOnline Design Center is online course design.

1.6 Are library collections and resources-such as catalogs, research databases, special collections, course reserves, full-text electronic journals, books, and streaming media-available online and accessible off-campus?

Students can access online databases, web-based digital collections, and other library resources from anywhere, both on and off-campus, by using their MUID number. The libraries' catalog and more than 80 web-based databases that are subscribed each year to provide citation-level searching and full-text retrieval of articles, are accessible using links on the Libraries' web site at: <http://www.marshall.edu/library/>. The MU Libraries provide multidisciplinary databases, which help students who aren't sure where to begin their research, and subject-specific databases, which provide detailed information for numerous disciplines, ranging from art to women's studies. Special Collections offers a Virtual Museum and digital collections that include noteworthy history from Marshall University as well as Huntington, West Virginia, and Appalachia. In addition, the MU Libraries offer more than 14,000 electronic books, and online access to collections of full-text electronic journals. E-reserves has been replaced with a much improved process called Course Materials Online at <http://www.marshall.edu/mu-online/ereserves.asp/>. All course materials online will be accessible from within Blackboard-VISTA courses or course "shells". These online materials can include any student work that is specified in the syllabus, and any printed or electronic material (journal articles, book sections, your class notes, syllabus, links to web resources, etc.) that meets copyright guidelines. Students can access Course Materials Online by logging into Blackboard VISTA and selecting their course from the displayed list.

Academic Experience



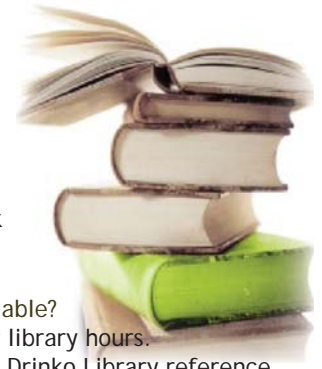
>>> Active learning with technology: bringing students, faculty, and information together

1.7 What technology resources and help are available to students with special needs?

Computer-based assistive technology is available in the Drinko Library Study Center, Room 154. Equipment and software offered include: two PCs with 24 inch widescreen display; a flatbed scanner; Duxbury Braille Translator and Braille embosser; Zoomtext and JAWS Windows screen magnifier and screen-reading software; Openbook software to scan printed documents and convert them to speech; and a closed circuit TV unit for sending enlarged print to computer monitor. In addition, hand-held magnifying glasses are available at the Drinko Service Desk.

1.8 Can the library deliver documents to you electronically, either via e-mail, file transfer, or through Web posting? Is there a cost associated with that service?

If the MU Libraries do not own a specific book or article, students and faculty can request them through the web-based Information Delivery Service (IDS), available 24 hours a day at <http://206.212.0.150/default.asp>. Most articles are delivered electronically at no cost. There is a per-page copying charge for articles that must be delivered as photocopies. Books from other libraries are usually delivered without any fee except in cases where the user elects to mail back the book and must pay mailing costs.



1.9 What kind of help does the library provide for research assistance, and when is the help available?

Research assistance is available in-person at the service desk or by phone or email during regular library hours. Chat-based reference service is offered using the major instant messaging services whenever the Drinko Library reference desk is staffed. After hours, email reference is an option, but the response time may be 48 business hours. A Help website that contains web-based subject and course guides, citation style guides, searching tips, FAQs, instructional modules, and streaming video is available 24/7 at <http://www.marshall.edu/library/help/default.asp/>. Embedded librarians work with individual faculty who are teaching research based courses. The instructor and librarian will work as a team to facilitate the development of information literacy skills in students. This will be accomplished through a series of hands-on activities and research assignments.

1.10 Does the campus offer general or profession-specific training programs that will ensure you are fluent in current information technologies when you graduate?

The Marshall Plan for undergraduate education has defined requirements for computer literacy and competency defined for each major. The Library Instruction program provides a hands-on learning environment for students to develop essential research skills such as finding, evaluating and utilizing information. Electronic classrooms are equipped with the latest computers, software, and Internet access. Professional librarians and graduate assistants interact with students one-on-one and in classroom settings using both online and print library materials. All students who take the UNI/HON 101 course receive an introductory library instruction session that builds a foundation for information literacy. Additional discipline-specific instruction is offered in courses throughout students' academic careers. Many of these courses require the use of the university's online course management system which will provide students opportunities to engage with computer technology.

Administrative Experience

2.1 What personal information can you view online—your contact information, grades, degree progress, financial status, or other information?

Students can access their student records and financial information through myMU, the student web portal. General information and resources about planning an academic program, managing finances, using technology, academic course content and resolving problems are also available online via the portal.

2.2 Can you update any of this information online yourself?

Yes, students can update address and other personal information online.

2.3 Which of the following can you do online?

The following services are available online.

- Undergraduate admissions application
- Current course catalog
- Program/major/degree requirements
- Course registration
- Course add/drop options
- E-commerce (fee payments, etc.)
- Online Course (i.e. full course online)
- Student ePortfolios



Administrative Experience



>>> Taking care of business online

- Library card/catalog
- Interlibrary loan services
- Journals & Reference resources
- Course reserves
- Student transcripts
- Degree audit software
- IT support resources
- IT training/tutorials
- IT self-help resources
- Instructional software
- Desktop software
- Faculty/staff directory
- Campus dining services
- Campus housing services
- Student health services
- Student newspaper
- Student handbook
- Athletic event schedule
- Alumni info/services
- Press releases/media svr
- Campus bokstore
- Computer resale services
- Campus Calendar
- Personalized student calendar
- Campus OneCard account services

2.4 What campus and community services are covered by debit-card, smart-card, or one-card systems?

The Marshall OneCard identification cards can be utilized for campus dining, the points plan (campus only debit card), library privileges, vending, laundry, printing, access control to the Drinko Library 24 Hour Study, certain academic labs, student health services and admission to athletic events to name a few. In addition to these services, students may elect to access their financial aid and other refunds through a variety of customized banking services associated with the card. Through Higher One, students can elect to establish an FDIC insured bank account with no minimum balance or monthly fee, on-line account management and the ability to send and receive money electronically. With this account and the Marshall OneCard students can access their money at on-campus ATMs and make purchases at any of the 81 million merchants worldwide that accept MasterCard Debit. If the student elects not to open an account through Higher One, he or she may choose to have their refunds directly deposited to another bank account, or have a paper check mailed to their home address.

2.5 Is the school catalog-including course descriptions, degree requirements, academic policies, and the semester/term schedule of classes-available on the Web?

Yes. Students can access the college catalogue, all online student services and academic policies via the student web page <http://www.marshall.edu/www/student.asp>.

2.6 What security and privacy policies are in place to protect student information?

Authentication to Information Technology resources is controlled by a MU ID and PIN, or a Marshall University Network (MUNet) username and associated password. Passwords must adhere to guidelines, so they are not easy to guess. Once authenticated, students can access much of their personal information online. ITC (Information Technology Council) policies outline additional information and security guidelines that staff and faculty must adhere to when dealing with online student data. Please refer to Information Security Website <http://www.marshall.edu/it/infosec> for more details.

2.7 How does the campus educate students and protect them from identity theft?

The MU ID number was changed from Social Security Number to a Marshall generated number in May of 2004. All student transactions utilize this ID number. Personally identifiable information is never given to unauthorized parties. Students may also opt not to publish personal directory information in any media directory. Information regarding protecting oneself from identity theft is shared through a variety of channels including the web portal, web announcements, the student newspaper and freshman orientation.

2.8 How does the campus notify students of their rights under the Federal Family Educational Rights and Privacy Act (FERPA)?

The Dean of Student Affairs is the university FERPA contact for students. This information is also provided in the online student handbook. <http://www.marshall.edu/student-affairs/sections/handbook/200304StudentHandbook.pdf/>.

2.9 How does the campus manage e-mail spam and spyware?

A new appliance called the Barracuda Spam Firewall has been implemented to protect the campus from an increasing amount of spam. This change is expected to result in almost a million messages per day being stopped at the firewall instead of clogging student, faculty and staff e-mail boxes. The e-mail filters perform a variety of tests on each incoming message and assign a score indicating the likelihood that a message is spam. The filters will be set initially to block e-mails that score 7 or higher (on a scale of 1 to 10).

Marshall University Computing Services uses a variety of technologies to reduce e-mail spam including block lists of known spammers and email profile scanning for potential email spam. In addition, all emails are scanned for email viruses. For more information, please visit <http://www.marshall.edu/ucs/systems/antivirus/>.

Student Life



>>> Enriching your extracurricular experiences with technology

3.1 What public access for computing is available to students? Examples include computing labs, cyber cafés, residence hall computers, and wireless access.

Centrally, University Computing Facilities (UCF) provides over 450 public access workstations, 25 laptops for checkout at the Drinko Library Service Desk. All residence halls have a gigabit high speed Ethernet network port per resident. 80 percent of the campus has wireless coverage including all General Purpose classrooms, all MUGC facilities, College of Science, Biotechnology Outreach in Morrow Library, Drinko Library, and the Memorial Student Center. In addition, many departments provide sites and workstations for students enrolled in specific departments.

3.2 Does the institution provide institutional e-mail accounts for all students and use e-mail as an official medium of Communication?

Yes, each student automatically receives a Marshall University email address and it is considered the official electronic medium of correspondence. Each course that utilizes Blackboard Vista also is provided with a course email that is course specific. This fall freshman will be part of a new email service that includes a Full Exchange end-user experience to Outlook, Outlook Web Access, Mobility, POP and IMAP. You will have access to Microsoft's Enterprise Message Platform, Outlook, via a special Exchange Labs Live@EDU project. Each freshman student will be provided 5 GB inbox, and 20 MB attachments, an additional 5 GB is available via SkyDrive.

3.3 Does the institution provide and support electronic space for personal student Web pages?

Yes. Marshall University promotes the use of technology in every aspect of student life. We offer 1GB personal web space and support the students' use of those pages. In addition to the space provided on the university system, students have access to Microsoft's live mail and skydrive and to Google Apps via a Marshall University Account.

3.4 Is network bandwidth limited for peer-to-peer software, gaming, Web cams, or other programs requiring high levels of network services?

Yes.

3.5 Is there a campus code of behavior about using computer resources?

Yes. It is posted at: <http://www.marshall.edu/itc/PolicyNew.asp>.

3.6 Does the campus have policies addressing peer-to-peer file sharing, computer viruses, and copyright violations?

Yes. It is posted at: <http://www.marshall.edu/itc/PolicyNew.asp>.

3.7 Is contact information for students, faculty, and staff readily accessible electronically?

Marshall promotes the flow of information between all areas of a student's educational experiences. Student information, faculty and staff information as well as many other areas of information can be easily found from the Marshall Home page located at: <http://www.marshall.edu/www/phonebook.asp/>.

3.8 Are there Web sites for student organizations and clubs?

Yes. Marshall University has many clubs and social organizations represented on its three campuses. Each organization is offered Web site space and it is linked to the main Marshall University home page. The primary site for information in this area is: <http://www.marshall.edu/www/student.asp/> Any campus organization or group can set up a target group as a component of the myMU web portal and perform targeted email or hold on-line discussions.

3.9 Does the campus make online communities available (for example, forums, bulletin boards, and so forth)?

Yes, via the myMU portal.

3.10 What technology-supported career-planning services are available to students?

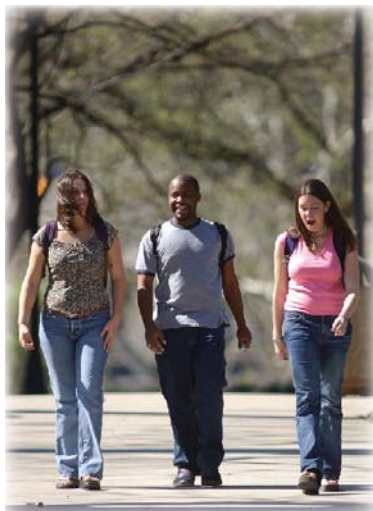
Career Services is free to students and alumni, and we assist in finding part-time and full-time jobs, internships and seasonal opportunities. In addition, Career Services offers a wide-array of services to guide students in their individual career paths. We also offer career testing and assessments for students who aren't sure what they want to do. Career Services uses the online service EASE JobLink to provide 24-hour access to job postings, ability to create a career profile and online credential file, registration for upcoming events, and sign-up to receive our e-mail announcements.



Services and Fees



>> What you pay for and what you get



4.1 What, if any, technology fee is charged by the campus? What does it cover?

There is not a general Technology Fee at Marshall University. Some courses that use dedicated computer laboratories or computer enhanced classrooms may charge a course fee to cover the lifecycle replacement and operational costs of these facilities.

4.2 Will you be required to purchase your own computer?

Marshall does not require students to purchase computers. We do, however, highly recommend that students have a computer and offer assistance in deciding which system to purchase and with its set up once on campus.

4.3 Does the campus make computing and network access financially accessible? Is special student pricing offered for computers and peripheral equipment?

Marshall University makes public computing facilities available to all students 24 hours a day Sunday through Friday at no extra charge. We have agreements with Dell, Apple and Follett (our Bookstore Vendor) that allow students to purchase computer equipment, software and supplies at significant discounts. Each student residence hall room is equipped with a high speed 10/100/1000 Ethernet jack with full Internet access at no additional charge. There are a number of Ethernet jacks in public labs, classrooms and the library that are available to all students with portable computers. WiFi 802.11N access is available in most major buildings at no additional charge.

4.4 What hardware and software standards, if any, does the campus require, recommend, and/or support?

University Computing Services sets the standard for computers used on campus. Annual updates and lifecycle recommendations are communicated to the campus community during orientation and on-line. The recommendations for personal purchases can be found at: http://www.marshall.edu/it/wpupdate/?page_id=626.

4.5 What kinds of support services (help desk, training, troubleshooting) are provided by the campus, and when are they available?

Marshall has a highly trained and dedicated staff of Technical Support Professionals who offer telephone, internet chat, email and walkup support (located at the service desk on the first floor of Drinko Library). We provide a full range of software support for students, faculty and staff. See more about our Services Desk by accessing: <http://www.marshall.edu/it>. We also offer numerous training opportunities during the year. These opportunities cover a wide range of software applications and operating systems. All students have access via myMU (the campus portal) and Blackboard (Marshall University's Learning Management System). MyMU can be found at: <http://www.marshall.edu/mymu/> and Blackboard Vista can be found at: <http://vista.marshall.edu/>.

4.6 Does the campus have a plan for keeping its hardware and software current, and if so, what is the replacement cycle?

Yes. We are on a recommended four year life cycle (replacement cycle) for University Computing Facilities. Over 80 percent of our computers are replaced in under 5 years and we tend to purchase better configured and longer lasting computers than many of our academic peer schools.

Services and Fees



>>> What you pay for and what you get

4.7 If you bring your own computer to school, what kind of technical support can you expect from the campus? Marshall has a professional service desk that assists with all aspects of computing on all Marshall campuses. During the beginning weeks of the Fall and Spring terms the Service Desk offers support computer setup and trouble-shooting in the Drinko Library. If needed, they will schedule appointments to go to students' residence halls to assist students with connecting to the network. Full text library databases and indexes are provided free of charge on or off campus to tuition-paying students and current faculty.

4.8 How does the campus support printing for students, and is there a charge for this service?

Information Technology provides printing in each of our computing facilities. The cost of printing is charged back to the student via the student ID points (debit card) system card. Black and white prints/copies are 10 cents per page and color prints/copies are 25 cents per page.

4.9 Does the campus provide wireless network coverage? If so, how much of the campus has wireless connectivity?

In 1998, our Drinko Library was the first building on campus to provide full wireless data service. Today over 80 percent of the indoor non-residential space is covered by University supplied free WiFi 802.11n wireless access. All general purpose classrooms are equipped with an access point and most non-academic social space such as the Memorial Student Center, Café and Coffee shops and lounges have coverage. Outdoor coverage is available on the Student Center Plaza and the Drinko Library Plaza. The New Residence Halls have 100% coverage and all other Residence Halls support the social spaces.

4.10 What security measures are provided by the institution's IT department and what will be the student's responsibility (for example, antivirus software)?

The University's Antivirus policy requires all computers to have an up-to-date operating system and antivirus software with up-to-date signature files. Students are provided the latest antivirus software for Windows and Macintosh operating systems on CD or via download from our secured website. Access to network resources requires authentication with a username and password.



4.11 Does the campus include the cost of technical accessories (for example, a technology-enabled note-taking pen that provides an interface to a CMS) in its technology fee, or are students required to purchase these items separately?

No, these items are required to be purchased individually by a student.

4.12 Does the campus support the purchase and use of e-textbooks? Do the baseline hardware and software standards support this technology?

Yes.