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**Services Handout**

***presented by the***

**ELITE Center**

***Encouraging Learning, Innovation & Technology Excellence***

We hope that the details in this document will serve both as a refresher to information that you hear in your orientation about services and support which are available to you as an affiliate of the School of Nursing as well as be a valuable source for updated policies and resources for existing employees.

Please feel free to call upon us when we can be of assistance to you during your tenure here. Specific contact information is located on the last page of this handout. You can also visit the IUSON Web at [**http://nursing.iu.edu**](http://nursing.iu.edu) for more information.

Barbara Manz Friesth, Assistant Dean, Learning Resources

Shannon McDaniel, Assistant Dean, Information Services

And the Staff of the ELITE Center

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# Learning Resources

Learning Resources, under the direction of Barbara Manz Friesth, is composed of the Resource Center for Innovation in Clinical Nursing Education (the RCICNE)—the learning skills lab—and support for instructional design, online course development, audio/visual needs, instructional technologies, and videoconferencing assistance. For the most up-to-date information about Learning Resources and the RCICNE, stop by the Central Services Desk in the RCICNE.

## The RCICNE Facility

The RCICNE is a state-of-the-art multimedia resource center that provides simulators, audio/visual materials, computers, publications, equipment, and models and supplies necessary for teaching and learning specific nursing roles, skills, and practices. The lab is accessible through double glass doors located in both the north and south hallways on the third floor of the nursing building.

The RCICNE is open Monday–Friday, 7 a.m.–5 p.m. during the academic year. Summer hours are Monday—Friday, 8 a.m.—4 p.m. The Lab is closed Saturdays and Sundays. Access to the facility outside of normal operating hours is secured by a card reader system using the JagTag ID. Faculty should inform the RCICNE staff of anticipated entry needs beyond normal working hours so your card may be activated for proper entry rights.

Because class locations in the RCICNE may change, faculty and students should check the scheduling monitor in the foyer as they enter the lab for current scheduling information.

## Learning Resources Staff

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title** | **Telephone** | **Office** |
| Barb Friesth [**bfriesth@iu.edu**](mailto:bfriesth@iu.edu) | Assistant Dean of Learning Resources, Clinical Associate Professor | 278-2139 | NU 300D |
| Dave Ebert [**ebertd@iu.edu**](mailto:ebertd@iu.edu) | Nursing Simulation Coordinator | 278-6016 | NU 300C |
| Cindy Hollingsworth [**cholling@iu.edu**](mailto:cholling@iu.edu) | Coordinator of Instructional Design | 274-0752 | NU 403 |
| Ben Johnson [**bsjohnso@iu.edu**](mailto:bsjohnso@iu.edu) | Online Course Coordinator | 278-6562 | NU 401 |
| Mary Martin [**marymart@iu.edu**](mailto:marymart@iu.edu) | Learning Lab Facilitator | 278-1831 | NU 300 |
| Malarie Piercy [**mpiercy@iu.edu**](mailto:mpiercy@iu.edu) | Technology Coordinator | 274-1829 | NU 239 |
| Kathleen Rieman [**krieman@iu.edu**](mailto:krieman@iu.edu) | Computer Cluster Coordinator | 274-3493 | NU 300A |

## RCICNE Layout

The facility is divided into five distinct areas, which are briefly described in this section. To view a layout of the lab, stop by the RCICNE’s Central Services Desk for a handout.

### Area I: Flex Space

The Flex Space is the traditional skills lab area. It offers manikins, beds, equipment, and 10 patient stations, simulating an acute care environment. Each cubicle is assigned a number so students and faculty know the location scheduled for each day. Students have the opportunity to practice procedures from catheterization to cardiac monitoring using a plethora of manikins and equipment.

In addition, the Flex Area provides teaching space, an adjacent computer classroom (NU 330P), DVD equipment, and storage space for durable supplies.

### Area II: Examination Area

The Examination Area is primarily used for physical assessment classes. There are six fully outfitted examination rooms to serve physical assessment needs.

### Area III: Simulation Area

The Simulation Area provides a learning environment for nursing students and faculty to practice simulated, hands-on procedures. The area offers capabilities including live video capture of each simulation session and debriefing rooms where students may see live feeds or review saved sessions.

### Area IV: Computer Classrooms

Two small computer classrooms are dedicated to classroom teaching and simulation software. Room   
NU 313 contains 12 computers and a printer, and NU 330P contains 6 computers. All printing sent from NU 330P will print in room NU 313. The UITS computing lab, NU 342, also is available to students except when general access is restricted.

### Area V: Classroom

Room NU 316 is a 54-seat, multimedia classroom equipped with powered tables, Internet access, projector, and DVD player for class presentations.

## Lab Policies

* The Lab has a strict No Food policy. Drinks may be in the lab ONLY if they are in containers with spill-proof lids (e.g., no coffee shop or fast-food type cups and glasses).
* Students, faculty, and staff working in the Lab are to wear appropriate *clinical* attire.
* The RCICNE is a quiet zone.

## Lab Scheduling Each Semester

School of Nursing faculty wanting to schedule or have clinical space set up must submit the appropriate completed forms to Dave Ebert, Simulation Coordinator, [**ebertd@iu.edu**](mailto:ebertd@iu.edu), prior to the beginning of each semester. Forms are stored on the U:\ drive in the Learning Resources folder. Incomplete or untimely forms may cause a delay or inability of RCICNE staff to meet faculty expectations.

Lab space, equipment, clinical supplies, and RCICNE staff are scheduled EACH semester through requests made by faculty course leaders. It is critical that requests are made by course leaders in a timely fashion on the appropriate forms in order to ensure fairness of resource allocation for everyone. New forms are required each semester with each new set up.

Using standardized patients rather than manikins for your simulation or check-off experience must be arranged through Fairbanks Hall by visiting their Web site at [**http://iuhealth.org/sim-center/**](http://iuhealth.org/sim-center/) and making a request**;** notification **ALSO** must be sent to Dave Ebert, [**ebertd@iu.edu**](mailto:ebertd@iu.edu), when scheduling the session.

# Information Resources

## IUSON Web

The School of Nursing’s Web site ([**http://nursing.iu.edu**](http://nursing.iu.edu)) contains many important resources and much information that you will want to return to frequently, including faculty and staff directories, searchable Learning Resources Multimedia Library, and continuing education opportunities.

## SharePoint

School and departmental policies are located on SharePoint at this time. Access the IUSON Sharepoint by logging in with your university username and passphrase at [**http://www.sharepoint.iu.edu/sites/schoolofnursing**](http://www.sharepoint.iu.edu/sites/schoolofnursing)

## Libraries

* Library URLS:
  + University Library: [**http://www.ulib.iupui.edu/**](http://www.ulib.iupui.edu/)
  + Medical Library: [**http://library.medicine.iu.edu/**](http://library.medicine.iu.edu/)
* University Library, Nursing Liaison: Randi Stocker, 274-0494, [**rstocker@iupui.edu**](mailto:rstocker@iupui.edu)

# Course Support

## Audio/Video

Malarie Piercy, [**mpiercy@iu.edu**](mailto:mpiercy@iu.edu), is available to assist faculty and staff with audio and video needs. She is available to train faculty and students in the use of Movi/Jabber, Pexip, Adobe Connect, and the equipment in the School’s video conferencing rooms. You may also check out certain A/V equipment such as cameras, video cameras, and MP3 recorders from Malarie when they are available.

**Distance Course Site Reservation Requests** should be submitted to Malarie Piercy, [**mpiercy@iu.edu**](mailto:mpiercy@iu.edu)**, NO LATER** than the **OPENING REGISTRATION DATE** for each semester**.**

To schedule a video conference room (NU 222 or NU 336) contact Malarie by e-mail at [**mpiercy@iu.edu**](mailto:mpiercy@iu.edu)

To schedule a **recurring video conferencing class** in one of the video conferencing rooms, please notify your *department chair* that you want this as a part of your class. This notification should occur *at least one semester prior* to the implementation of the course to ensure that it is in the schedule revision. Then please make sure that the following notation is used in the registrar’s course description:

THIS COURSE IS OFFERED IN THE CLASSROOM COMBINED WITH REAL-TIME VIDEOCONFERENCING (VIC).

Malarie also is available to answer any related questions and assist with individual events using this technology.

When creating your distance course, please refer to The Procedure for SIS Coding of Distance Education Classes/Credit Hour Allocations, [**http://online.iu.edu/\_assets/docs/jobaid0913.pdf**](http://online.iu.edu/_assets/docs/jobaid0913.pdf)

For additional information about audio/video technologies including requirements for hardware such as Web cams and headsets, visit [**http://nursing.iu.edu/academic-resources/online-learning/requirements.shtml**](http://nursing.iu.edu/academic-resources/online-learning/requirements.shtml)

## ePortfolio/Reflective Learning

Developing an ePortfolio and implementing reflective learning can deepen students’ learning. Cindy Hollingsworth, the IUSON instructional designer, can consult with you in implementing activities in your course to increase reflective learning and work with the IUPUI ePDP Presentation Maker to create an ePortfolio.

Cindy’s Outlook calendar is always up-to-date; feel free to schedule a time slot to meet your schedule needs — be sure to add a location – your office or hers! Also feel free to contact by e-mail, [**cholling@iu.edu**](mailto:cholling@iu.edu) or phone 274-0752 or stop by NU 403.

# Classroom Technology

Basic information about technologies available in all general inventory classrooms is available from [**http://www.iupui.edu/~ctsin/**](http://www.iupui.edu/~ctsin/)

Only the Creston touch screen in the School Auditorium has an access code; contact your departmental secretary or administrative assistant for the current code. All other classrooms are accessible without a code.

# Oncourse

Oncourse—[**http://oncourse.iu.edu**](http://oncourse.iu.edu/)—is the university learning management system.   
**NOTE:** there is NO “www” preceding this URL, and it is “iu” NOT “iupui”

Login to Oncourse using your university username and passphrase. Oncourse provides access to online course materials and supplemental materials for blended and face-to-face courses, built-in tools for communication and collaboration, testing along with many other functions.

The **first point of contact for all faculty** for Oncourse-related tasks is the secretary assigned to support your course. Faculty may do as much Web-related work (creating and editing Web pages, uploading documents, adding attachments, making setting changes, etc.) as they are comfortable with.

## Tiered Support Structure

***1st tier*** *support for faculty is the* ***secretary assigned to support your course****. This secretary can assist you to*

* Complete minor edits
* Create or rollover gradebooks
* Roll over tests and surveys; make options settings as needed, including directing scores to appropriate gradebook entries
* Create or rollover discussion forums and topics, and make any setting changes needed
* Create or rollover drop-boxes
* Add participants to course as necessary
* Perform any last-minute or emergency corrections or revisions

***2nd tier*** *support for IUSON faculty and staff is* ***Ben Johnson****, the Online Course Coordinator, who*

* Implements major edits, layout, and design issues
* Serves as a resource for new technologies (podcasting, video streaming, wikis, etc.)
* Supports non-departmental courses (Center for Professional Development and Lifelong Learning, project sites, etc.)
* Supports fully online Web courses

***3rd tier*** *support for IUSON faculty and staff is* ***Cindy Hollingsworth****, the Coordinator of Instructional Design, who consults with faculty on*

* The development and design of new courses, redesigned courses, and retooled courses
* Course design work: concept level
* Course structure / flow
* Learning activities
* Evaluation strategies
* Faculty development for “how to teach on the Web”

## Oncourse Help

In addition to the above resources, check out these resources for assistance with Oncourse:

* Oncourse Help (look for the blue circle with the white question mark inside Oncourse)
* Getting Started link on the Oncourse home page
* Center for Teaching and Learning, UL 1125, 274-1300
* Knowledge Base: [**http://kb.iu.edu**](http://kb.iu.edu)
* Training and Support: [**https://oncourse.iu.edu/**](https://oncourse.iu.edu/)and click the link in the banner at the top

# Course Design

If you want to develop a new course or retool an existing course, Cindy Hollingsworth, the school’s instructional designer is available to brainstorm with you on design; instructional and assessment strategies; increasing interactivity; and other course strategies. She will implement changes for your review and approval and work with you through the first offering when the course enters the regular work-flow. Cindy’s Outlook calendar is always up-to-date; feel free to schedule a time slot to meet your schedule needs — be sure to add a location – your office or hers! Also feel free to contact by e-mail, [**cholling@iu.edu**](mailto:cholling@iu.edu) or phone 274-0752 or stop by NU 403.

Your other resource for course design and new technologies is The Center for Teaching and Learning in UL 1125. You can reach the CTL at 274-1300 or visit their Web site for more information: [**http://ctl.iupui.edu/about/main.asp**](http://ctl.iupui.edu/about/main.asp)

# Computing

## Research Computing

* Research Technologies Division: [**http://rt.uits.iu.edu/index.php**](http://rt.uits.iu.edu/index.php)
* To request additional accounts, go to: [**http://itaccounts.iu.edu**](http://itaccounts.iu.edu)

## IUSON Office Computers

* All full-time faculty and staff are provided with a desktop computer or laptop/docking station and access to high speed network printers.
* Novell Graves will help faculty and staff set up accounts and a computer and provide initial orientation to installed fundamental applications. For additional assistance with the use of applications, refer to the training section for links to university resources
* IUSON Computers are patched (software updated) in the evenings, usually Tuesday, Thursday, and Saturday at 1 a.m.
* **Always** leave your office computer running so that updates can be applied
* **Always** log out or lock or lock your computer, even if stepping away for a few moments.
* **At least once per week,** shut down and restart your computer for optimal functioning.
* **At least once per month**, clear the cache in your Web browser for optimal functioning; see this KB document for instructions: [**http://kb.iu.edu/data/ahic.html**](http://kb.iu.edu/data/ahic.html)
* **Never leave unsaved work on your computer**, since your computer may reboot to finish a patch installation (or may crash due to a power failure).
* Save your work often!
* Do **not** use IUSON servers, **including your personal space, the “Y:\ drive,”** for the storage ofpersonal (not work-related) documents.
* Any personal data saved on the hard drive of your PC—“the C:\ drive”—is **not** backed up. It is **your responsibility to back up your personal (non work-related) data** that may be stored on your hard drive. This includes music and pictures.

## Computing Accounts

Your primary university account will be set up after your hiring paperwork is completed and your information entered into the HR system. If your account is not activated or if you need to request additional accounts, go to [**http://itaccounts.iu.edu**](http://itaccounts.iu.edu)

Your username will be assigned. You will self-select a secure passphrase to go along with it. Be sure to read the guidelines before choosing.

## Computing Storage

* Y: drive—a storage location assigned to you and *accessible only to you with your username and passphrase* for the storage of **work-related** files. Applications are set to save automatically to this location. Permissions for others to access this drive will not be granted. Please use departmental shares to share files with other users.  
    
  **NOTE:** Always store important work documents on a network shared drive (like your Y:\ drive) rather than your Desktop so that they are backed up.
* H: drive—departmental drive. You may have access to folders on this drive due to your affiliation with a particular School department.
* J: drive—the location of course-related files to be used on the Web.
* U: drive—general file storage for cross-departmental projects, School committees, Staff Council, Open Space, CCNF, etc.
* Removable media (e.g., thumb/flash/USB drive)—**NEVER** store important documents solely on removable media since these devices are not backed up and can (and DO) fail.
* Box—[**http://box.iu.edu**](http://box.iu.edu) is cloud-based storage available where you can store and share files. Since it is located on the cloud, your files are available from anywhere on any device that you use with an Internet connection. For more information on getting started with Box, see [**http://kb.iu.edu/data/bbox.html**](http://kb.iu.edu/data/bbox.html)

## Computing Security

* **NEVER share your password or passphrase** with anyone; it’s a violation of university policy to do so.
* **Change your passphrase** regularly. **Before** you change your passphrase, be sure to read this KB document so that you don’t get locked out of your devices that have stored your passphrase (such as tables, phones, and laptops): [**https://kb.iu.edu/d/bbje**](https://kb.iu.edu/d/bbje)
* **Lock your computer** when you leave it, even for a quick trip. Press CTRL-ALT-DEL and select Lock Computer (or press the Windows key and L).  
    
  To **unlock** it upon your return, press CTRL-ALT-DEL and enter your passphrase.
* Be especially careful with documents or files that contain sensitive information (e.g., student contact or identification information). ONLY store such data on secure servers. Do not store such data on devices that can be easily stolen or lost.
* **NEVER** use removable storage devices to store FERPA or HIPAA information without also encrypting the device in case the device is lost.

## Home Computing

* Get information on current deals, recommended computer configurations, and more at [**http://uits.iu.edu/page/amdt**](http://uits.iu.edu/page/amdt)
* IUWare and IUanyWare—[**http://www.iuware.iu.edu/**](http://www.iuware.iu.edu/)—allows you to use software without charge. Applications include Endnote, MS Office, Adobe products, VPN installers, and virus protection.
  + IUWare applications can be downloaded and installed on your home computer, tablets, and other devices.
  + IUanyWare is cloud-based applications that let you login from anywhere and use the applications without the need for installation.
  + IUWare applications installed on non-IU devices are not supported by IUSON. Issues with installation may be directed to the UITS support center (274-HELP).

# Training

* **Lynda.com**—[**http://ittraining.iu.edu/lynda**](http://ittraining.iu.edu/lynda)—online tutorials from Adobe, Apple, Microsoft and more; hundreds of courses. Login with your username and passphrase. BE SURE to access lynda.com through the IT Training page (this link) so that you are recognized as coming from Indiana University.
* **IT Training & Education**—[**http://ittraining.iu.edu**](http://ittraining.iu.edu/)—provides classroom and online training on software applications including Office 2010, Windows 7, Adobe products, and Oncourse. You also can download training materials to work at your own pace. Classes are free.
* **Microsoft Desktop eLearning Courses**—[**http://ittraining.iu.edu/online/ms\_del.aspx**](http://ittraining.iu.edu/online/ms_del.aspx)—are free online courses that you can takeat your computer.

# Technology Help

For help with technology, teaching, school resources, or general questions, use one of the following contacts:

* Nursing Web site general technology and support information
* Nursing help form—[**http://nursing.iupui.edu/help**](http://nursing.iupui.edu/help)—School-related general technology support (please **always** submit a help request so your request can be prioritized and tracked).
* E-mail [**nurshelp@iupui.edu**](mailto:nurshelp@iupui.edu) to request general School-related technology support
* Phone 278-NURS (278-6877) for **critical** (i.e., you can no longer work) requests for computer and audio/visual support during regularly scheduled business hours

For contact information for specific personnel, refer to the directory section at the end of this handout.

**UITS Support Center**: 274-HELP (274-4357) is staffed 24x7 (24 hours a day, 7 days a week) with trained consultants who will work with you to resolve technical issues or questions you may have.

If a problem is unable to be resolved during the phone call, you will receive an issue number so that the situation can be tracked. *It is important that you ask for this number if it is not volunteered.*

The **IU Knowledge Base**—[**http://kb.iu.edu**](http://kb.iu.edu)—contains thousands of questions and answers about technology, including step-by-step instructions and general university resources.

# IUSON Technology Quick Reference Guide 2014–2015

**Help Request**: [**http://nursing.iupui.edu/help**](http://nursing.iupui.edu/help) **E-mail**: [**nurshelp@iupui.edu**](mailto:nurshelp@iupui.edu)  
**URGENT** computer and A/V requests only, call: 278-NURS (278-6877)

All students, and for general, non-IUSON technology support, call 274-HELP (4-4357) UITS Support

## A/V Services

**IUSON Supported Rooms**

Malarie Piercy, (317) 274-1829

**·** NU B10F **·** NU 127 **·** NU 135 **·** NU 222

**·** NU 311 **·** NU 345 **·** NU 336 **·** NU 339

**·** NU 400B/C **·** NU 210 (Nursing distance classes)

**All Other Rooms use** UITS Mobile Equipment Request Form:

<http://www.iupui.edu/~ctsin/equip/index.php>

Call 274-HELP (274-4357)

## Video Conferencing Services

**Video conferencing help desk**

**812-856-2020 (6-2020 from a campus phone)**

For training and support, contact Malarie Piercy, 274-1829

## Video Conferencing & Movi

Malarie Piercy, 274-1829

## RCICNE Services

Media, supplies and equipment checkout

Mary Martin, 278-1831, [marymart@iupui.edu](mailto:marymart@iupui.edu)

## Faculty Development for Teaching / Learning

**Instructional Design**

Cindy Hollingsworth, 274-0752, [cholling@iupui.edu](mailto:cholling@iupui.edu)

Center for Teaching and Learning, 274-1300, [thectl@iupui.edu](mailto:thectl@iupui.edu)

**Oncourse Help**

Ben Johnson, 278-6562, [bsjohnso@iupui.edu](mailto:bsjohnso@iupui.edu)

## Faculty / Staff Computer Support

IU Knowledge Base: <http://kb.iu.edu>

Online Request: <http://nursing.iupui.edu/help>

URGENT requests, call 278-NURS (278-6877)

## Student Computer Support

Contact UITS: <http://uits.iu.edu>

Call 274-HELP (274-4357)

**UITS Computer Lab in IUSON, NU 342**

## Technology Education

UITS Training and Education

<http://ittraining.iu.edu>

# Personnel Listing for the ELITE Center 2014-2015

## Learning Resources

**Barbara Manz Friesth, Assistant Dean**

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NU 300C

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NU 403

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NU 401

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NU 300

**Malarie Piercy, Learning Resources Technology Coordinator**

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NU 239

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NU 300A

## Information Systems

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NU 239

**Kirk Faulkner, Systems Analyst**

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NU 239

**Novell Graves, Systems Analyst**

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NU 208

**Jason Openshaw, Systems Administrator**

[openshaw@iu.edu](mailto:openshaw@iupui.edu)

NU 239