Aimed at creating the appropriate classroom teaching and learning environment, during the summer of 2014, Howard University undertook its Classroom Technology Upgrade Project. This project was a collaborative effort among Enterprise Technology Services (ETS), Physical Facilities Management (PFM) and Center for Excellence in Teaching, Learning & Assessment (CETLA). It was successfully completed in time to allow the fall semester students and faculty to experience the power of cutting edge technology that transforms a traditional whiteboard or any flat surface (wall, table, etc.) into a digital board, also known as a “smart board”. The Epson Projector that provides this new technology is now available in 50 classrooms across campus. Among its many capabilities, this projector can be used as a tool to increase interactivity by allowing two students to write on the board simultaneously, and also to promote in-class collaboration by allowing students to connect to the projector using their smartphones. Faculty training is now available on how to maximize application of this technology to enhance the student-learning experience. CETLA is offering the smart board training classes to faculty who contact CETLA at CETLA@Howard.edu or 202-806-0870.

The dramatic increase in the number and variety of wireless devices used by members of the campus community has caused service demand to outpace capacity. While wireless access points are available throughout the campus, a recent survey revealed that there are too few locations to provide complete coverage. This is a moving target, based on growing demand. Many of the wireless access points are also affected by infrastructure issues, such as impenetrable concrete walls. Mindful of that necessity, Enterprise Technology Services (ETS) began replacing the aging network equipment last year and has already completed wireless-installation at Founders Library. The Fiscal Year 2015 (FY15) work-plan and budget provides for enhanced wireless access points in all of the residence halls by the end of the Fall 2014 semester, while the FY16 plan provides for enhanced wireless network access in the remaining University buildings. For students who live on campus, dorm rooms are equipped with Ethernet jacks that connect to the network with a cable. Students who need Ethernet cables can obtain them for FREE from the iLab Help Desk or Circulation Desk after presenting their student IDs.
ETS Phone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Desk</td>
<td>202-806-2020</td>
</tr>
<tr>
<td>iLab Help Desk</td>
<td>202-806-0660</td>
</tr>
<tr>
<td>HUH Help Desk</td>
<td>202-865-4444</td>
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<tr>
<td>iLab Front Desk</td>
<td>202-806-0650</td>
</tr>
<tr>
<td>Founders Lab</td>
<td>202-806-7250</td>
</tr>
</tbody>
</table>

**Enterprise Technology Service (ETS) and Physical Facilities Management (PFM) are refreshing several ResNet rooms with new furniture and computers.**

At the final stage of each ResNet room’s completion, residence halls’ lobby areas printers will be relocated to the newly outfitted location.

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**What is FacNet?**

FacNet allows faculty to upgrade their laptops or desktops to a new machine every three years. Faculty can check their eligibility on [http://oas.howard.edu](http://oas.howard.edu) by clicking on the FacNet link. All new faculty are eligible to receive new computers and will be given priority.

**Registration**

Faculty can register for their desired computer type for FacNet 7.1 by going to [http://oas.howard.edu](http://oas.howard.edu) and selecting “proceed to FacNet.” This will require typing-in one’s own Employee ID Number; located on the front of each HU ID, and up-to-date information (building, department, room number, etc.)

**Delivery**

The computer delivery process has begun for the fall 2014 semester. Notification signage will be posted in a building, corresponding to when the FacNet team is servicing that particular location.

**Appointments**

Faculty in locations where notice has been posted should call 202-806-2842 to schedule individual delivery appointments.

**Computers To Be Returned (FacNet 5.3)**

FacNet 5.3 computers will be collected at the time of FacNet 7.1 deliveries. Each faculty member will be required to return his or her FacNet 5.3 computer in order to receive a new model. Questions or concerns regarding FacNet should be sent to facnet@howard.edu.

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**Refresh of ResNet in Dorms**

Enterprise Technology Service (ETS) and Physical Facilities Management (PFM) are refreshing several ResNet rooms with new furniture and computers.

**Mays and Carver Halls are projected to be completed during the second week of December.**

**Slowé, Behtune Annex East/West, Drew, Harriet Tubman Quadrangle, Cook, College Hall South and North have been completed.**

**New iLAB Help Desk Hours**

The iLab Help Desk hours have been extended to 8pm to better serve students and employees. The Help Desk is now open Monday – Friday, **8:30 a.m. - 8 p.m.**

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**Office 365**

In order to be able to access a world-class messaging system, all faculty and staff have been fully migrated to Office 365. This initiative has provided an increased mailbox storage of 50GB, Lync instant messaging, and video web conferencing. We are also in the process of moving general department email accounts. All newly-created generic accounts are created in Office 365.

**WorkFlow**

Banner Workflow has provided an automated and more efficient way to handle the registration course override process.

With this flexible solution, students can now easily request a course override through Bison Web. Banner Workflow also facilitates process-tracking and users can easily view the status of active workflows.