BITS & BYTES

STS
Student Technology Services
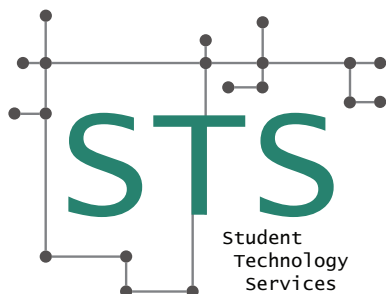
Our mission is to advocate for and deliver ubiquitous student technology services through excellent customer service, education and collaboration with students, faculty and staff of Washington University in St. Louis.

STS SUPPORTS A VARIETY OF TECHNOLOGY INITIATIVES THROUGHOUT THE YEAR

STS ROLLS OUT NEW TEXTING SERVICE

WUSTL students can now request technical assistance by texting Student Technology Services at 314-933-8324 (TECH).

Those using the texting service are advised to provide their WUSTL Key and a short description of the technical problem. Additionally, students who are being assisted by STS can request to receive service updates via text message.

STS full time and student staff monitor incoming text messages during business hours using a web-based interface, which allows for central management and oversight of SMS-based communications.

Alternative ways to get technical help are visiting the STS help desk, contacting an STC, visiting the STS website or submitting an online service request via QuickHelp.

STEER-IT PRE-ORIENTATION STUDENTS IN FOR INSIGHTFUL VIEW INTO TECHNOLOGY

A group of up to ten incoming freshmen will be joining STS for WUSTL's first ever technology pre-orientation program. The program takes place August 16 - 20 and is packed full of educational and fun activities showcasing technology at Washington University as well as in St. Louis metro area. STS staff, STCs and student techs will participate in the program and act as mentors for the STEER-IT students.

Among the scheduled activities are tours of various tech hubs at the University, such as the West Campus data center, the NOC at North Campus, the Knight Center and the Olin Library. There are also trips to the Cortex Technology Park, the St. Louis Science Center and Cool Fire Studios downtown. STEER-IT students will learn how to assemble and disassemble a PC and participate in various tech-related contests. A luncheon with WU IT leadership will afford the students the opportunity to meet and interact with IT management from all campuses.

To document their pre-o experience, students will work on a STEER-IT website to include a multi-media production.

PLAN IT • BUILD IT • SEE IT
STEER·IT

Washington University in St.Louis
INFORMATION SERVICES & TECHNOLOGY

CONGRATULATIONS

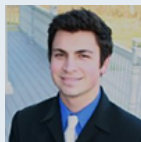STS congratulates two of our staff members who have recently completed graduate work.

SHERRY HOLMES graduated in May with a Masters in Human Resource Management. Sherry has been with IS&T since 2001, and serves as the STS Program Manager.
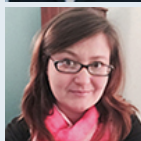
JOHN BAILEY graduated in July with a Masters in Information Management. John has been with IS&T since 2008, and serves as the STS Assistant Director.

STS WELCOMES NEW STAFF

CHASE CALLAHAN
Programmer Analyst II

OANA JACKSON
Communications Specialist & Technical Trainer

>> WHAT HAVE YOU LEARNED THIS SUMMER WORKING FOR STUDENT TECHNOLOGY SERVICES?

" All situations are different, so we have to take a fresh look at every problem, even if they seem the same as the hundreds of other ones, in order to find the solution."
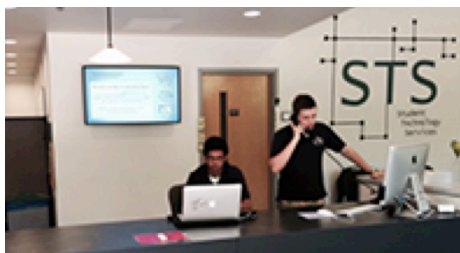
ALEX RANNEY, Junior, BU - St. Louis, MO

"Communication is key in helping to make each student's experience with STS satisfactory."

PARAS VORA, Senior, EN - Owensboro, KY

STUDENT SUMMER PROJECTS @ STS

Student techs Alex Ranney and Paras Vora spent the summer helping the WU community solve various technology-related service requests. They also worked on a series of projects to help STS get ready for Fall 2014. All residential computer labs were updated to the latest software versions. An internal database was created to allow STS technicians update and improve reference manuals and new training guides were established for future generations of STS techs. Alex and Paras also developed several scripts to improve support, such as a weather scraper for the digital displays and printer maintenance emails.

SPIN-IT² HOSTS SUMMER SPEAKER SERIES

SPIN-IT[2], the leadership program for IT professionals, held its' summer speaker series on July 16 in the McMillan Auditorium. Three panelists were invited to discuss the importance of networking and the role of professional development. They were John Gohsman, VC and CIO, Jill Mantia, Director of Information Systems at the Medical School and Mark Smith, Associate VC and Director of the Career Center. The questions submitted by SPIN-IT[2] mentees expressed the staff's interest in networking best practices and in the difference between professional development and training.

A BRAND NEW SPACE is now available to student and staff use at STS. A new conference room has been outfitted in the north side of the lobby area. This space is ideal for small group meetings, maximum occupancy is 10 people. To reserve the new STS conference room contact Oana Jackson: 935-7672 or at oana.jackson@wustl.edu

DID YOU KNOW ?

STS NOW HAS A NEW WEBSITE
Check out **sts.wustl.edu** for up-to-date information about technology on campus.
Updates can also be found at facebook.com/wustlsts and twitter.com/wustlsts

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