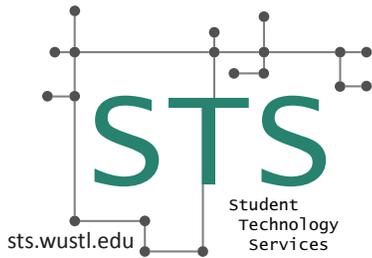


BITS & BYTES

SPRING 2015



Student Technology Services advocates for and delivers ubiquitous student technology services through excellent customer service and education and collaboration with students, faculty and staff of Washington University in St. Louis.

STS supports a variety of technology initiatives throughout the year

Mingle event honors All-STaRS students



Student workers Kwame Wiafe (left) and Paras Vora (right), named 2015 All STaRS in March, were congratulated by Washington University Chief Information Officer John Gohsman (middle).

Two STaRS — Student Technology and Resource Support — students were honored during a March 5 event for exemplifying the values of the program, which places student with aptitude in specialized skills into Washington University student jobs.

Paras Vora and Kwame Wiafe were presented with “All STaRS” awards during the 2015 STaRS Mix n’ Mingle for their hard work, comprehensive knowledge and professional demeanor. Both students have received the highest compliments from their supervisors and coworkers. Wiafe works as a technical assistant in the Mallinckrodt Institute of Radiology, while Vora works as a technician at Student Technology Services.

“Everyday, Kwame and Paras demonstrate values that make them not only excellent employees, but ideal WUSTL students,” said Sherry Holmes, STS Programs Manager. “I’m so proud of the work they have done for the University, and we will miss them when they graduate.”

The 2015 Mix n’ Mingle, held in the McMillan Café, was attended by about 40 WU staff and students, who networked, enjoyed lunch and learned more about the successes of the STaRS program. It was the second year for the Mix n’ Mingle.

For more information about the STaRS program, visit sts.wustl.edu/programs/stars.

Workshops promote collaboration, networking among WUSTL IT staff

Washington University information services staff grew their knowledge, collaborative efforts and networks of colleagues during February workshops.

The office of the Vice Chancellor of Information Technology and Chief Information Officer hosted three Mission Vision Values Workshops, two of which were held on the Danforth Campus and the third at the Medical School.

“We’re hosting the IT@WUSTL Mission Vision Values Workshops to introduce the IT@WUSTL mission, vision and values to the greater WUSTL IT community,” said Aisha Hamilton, communications program manager for the Office of the CIO.

About 150 participants of the workshops examined their respective departments’ successes and challenges in serving their student, faculty

and staff clients, through a series of exercises and scenarios. The team-building challenges created new relationships and will hopefully inspire new collaborative efforts among staff.

“These workshops were voluntary and were the first step in engaging the WU IT staff in the Mission, Vision, and Values of the new Shared Services organization,” said Barb Braun, director of Student Technology Services. “Aisha and I put our heads together for the content, and really enjoyed getting a chance to get to know more IT folks, and for them to get to know other staff they may not have a chance to encounter in their day-to-day work.”

In a post-workshop survey, participants reported that networking with new people, collaborative opportunities and gaining new knowledge were their top three takeaways.



A team of WUSTL IT employees discuss a team-building scenario during the Med School MVV workshop.

Connect easily with Eduroam

Eduroam, which enables WUSTL KEY-enabled wireless access at participating universities in more than 60 countries, is now available. Find out more at eduroam.wustl.edu.

STCs promote new technologies

Student Technology Coordinators are STS workers who are available in residence halls to collaborate with their fellow students to educate about and repair digital devices and software. Each semester, the STCs teach WU peers about new technologies.

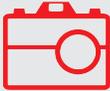
Mac OS X Yosemite

Hosted Feb. 6, STCs Chelsea Lin, Carolyn Lou and Vish Reddy described the new features of Apple's latest Mac operating system, Yosemite.

Digital Media:

Photo and Video Editing

On Feb. 26, STCs Samantha Han, Cal Hsiao and Leighton Wan told students some basics of shooting and editing digital photography and video.



Laptop Buying, Maintenance and Best Practices

Student Technology Coordinators Mason Hall and Chad Chai informed their peers about not only how to select the right notebook computer for their needs, but how to get the most out of their new machines.



Free Online Resources

Geoffrey Cheng, Drake Lee, Alex Ranney and Evan Witt told their fellow students on March 5 about free resources available to them.

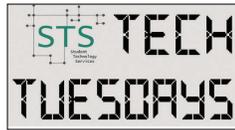
Those included Microsoft Office 365, anti-virus applications, IF-TTT, an online simplification tool, and the recently unveiled WUSTL Box.



Office 365

Success realized in WUSTL Box, Tech Tuesday initiatives

Student Technology Services once again presented its "Tech Tuesday" programs in the spring semester. This student staff-driven initiative offers insight into not only WUSTL digital initiatives, but general technologies that college students find useful.



In January, Student Technology Coordinator Mason Hall answered some frequently asked technology questions in one Tech Tuesday session. Later in January, Hall joined fellow STC Steven Wenzel in teaching students about WUSTL Box, the university's cloud storage service.

Two more Box-based Tech Tuesdays were held in February by Hall and STCs Alex Berger and Vish Reddy, and between the three dates dozens of students activated their Box accounts. Also in February, Berger and Utsav Malla gave an in-depth presentation on WUSTL WiFi.

The largest focus was placed on WUSTL Box, which was heralded as a success.

Since Washington University opened the Box initiative campus-wide on Jan. 21, thousands of students, faculty and staff have taken advantage of the free cloud storage.

"We are very pleased with how smoothly the launch of the WUSTL Box service has gone, and we are glad to see an ever-increasing number of WUSTL faculty, staff, and students using the service," said John Bailey, Senior Systems Engineer, tasked with deploying the program.

WUSTL Box offers 50 gigabytes of free, secure storage to anyone with a current WUSTL Key



8 years for Winter Warm-Up



Each Wednesday in February, STS makes the cold a little more tolerable by offering coffee, hot cocoa and a hot breakfast to WU students trekking to class.

account. Box offers a variety of local sync and collaboration tools and was selected after a thorough vetting of cloud storage vendors.

"Groups using WUSTL Box have been pleased with how easy it is to access their files from any device, any time," said Bailey. "There has never before been a storage and collaboration system that is available to all current WUSTL employees and students, and we are excited to deliver a shared service that truly crosses all University boundaries."

For more information on Box or to get your free account, visit www.box.wustl.edu.

WUSTL Box by the Numbers:

- Users (as of Feb. 18): 5,790
- New accounts since Jan. 21: 3,378 (240 percent increase)
- Increase in storage between Jan. 21 and Feb. 18: 2.04 TB (217 percent increase)
- Average daily logins before Jan. 21: ~150
- Average daily logins after Jan. 21: ~600 (400 percent increase)

13 a lucky number for STS

On Feb. 13, STS celebrated only 13 open service requests remaining open, down from more than 200 requests that stayed open after initial requests during move in.

Despite the frigid weather, STS student technicians and coordinators were treated to Ted Drewes' frozen custard to thank them for their tireless efforts to resolve customer issues and complaints.

Pictured, a very pleased Chris Huels (right), technical services and support manager for STS, and Clement Koh, student manager, get ready to surprise and reward their student workers.



Techs expand skills with training

Student Technology Services student staff participated and learned skills necessary to assist their classmates during an all-day training session on Saturday, Jan. 24.

"Training was very successful," said Paras Vora. "There were multiple facets of learning going on, from normal lecture-style teaching to hands-on situations. Showing actual examples really helped to ingrain the steps associated with each problem."

The trainees voted Vora, a Level II Technician, MVP of the spring 2015 training session. Fellow Level II Techs Stephen Decker, Justin Ho, Suyash Raj and Alex Ranney joined

Vora and tackled topics like virus removal, Web Help Desk, Apple Boot Camp, and STS flash drives, which contain proprietary software that expedite repair.

The training was followed by an evening of bowling, which helped encourage teamwork as well as provided some fun and relaxation.

Answering anonymous feedback forms, students felt the day was largely positive, though they offered opinions on what did or did not work.

"Honestly, I just gained a better and more cohesive understanding of how each tool ends up being used," wrote one student.