BITS & BYTES

STS
Student Technology Services
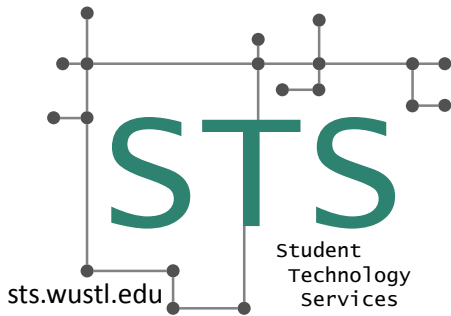sts.wustl.edu

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

Year begins with training, programs

STS welcomed back both its student staff and the WUSTL student body in August with a variety of training initiatives and programs, geared at helping them become more acclimated with campus technologies.

The Technology Orientation Program for Students (TOPS) welcomed early arriving international students with a guide to using WUSTL tech on Aug. 13. There, the students learned about printing, device and computer security, university best practices, WebSTAC, Blackboard, and many other important facets of university life.

Each year, STS invites its student workers to return to campus early and prepare for their classmates' arrival. The rigorous training was conducted over four days, from Aug. 15-18, to ensure the technicians and student technology coordinators have the skills necessary to serve their students in the best manner possible.

Though the training was long, students were also treated to fun and interesting activities, such as tours of the Cortex Innovation Community and a visit to the St. Louis Science Center.

A group of STS student staffers, in a break from their training in August, watch a game of "Mindball" at the St. Louis Science Center.

A word from the interim director

By Sherry Holmes
sholmes@wustl.edu

The summer was a season of change for Student Technology Services.

In addition to the creation of Washington University Information Technology, STS bid farewell to two staff members: Director Barb Braun and Student Technical Manager Chris Huels. Barb has retired from the university, while Chris accepted a job as a systems engineer and has transferred to WU's Network Services.

Their time and efforts at STS are reflected in the quality of the department's student and full-time staff, as well as the high caliber of services and programs we provide. They built such a strong department that despite the loss of two

Sherry Holmes

important team members over the summer, we are pleased to announce a great start to the academic year. Student staff training and move-in efforts went off without hitch.

With Barb's retirement, I have been named interim and assistant director of STS. It is my hope to not only continue the reputation of stellar service from this department, but to make improvements and advancements to STS's offerings and programs to help students spearhead innovative efforts and technological developments.

We are thrilled to have hired Jared Oliver to step into Chris's former role. Jared brings with him an enormity of experience, not only in WUSTL systems in his former role at ArtSci Computing as a senior support specialist, but also

as a certified Genius for Apple. Though Jared had his hands full not only learning the new role but preparing for the incoming student body, he has proved himself to be an important part of Student Technology Services.

But as it should be, it is our student workers who have stood out as STS's most valuable assets. Members of our summer student staff spearheaded initiatives including our 3D modeling and printing services, our interactive application development center, and the STS Virtual Reality Viewer program, which uses students' phones to give incoming freshmen a virtual tour of WUSTL technologies.

Using move-in, our busiest time of year, as a benchmark, I'm happy to report that STS is as strong and adept at aiding and guiding WUSTL students as ever.

STS expands offerings for fall

Student Technology Services is pleased to have added some new tools for student use this semester.

Over the summer, STS student staff members drove initiatives that led to the STS Virtual Reality Viewer and 3D printing capabilities and

The STS VRV, distributed free to freshmen, allows students to take a virtual tour of campus technologies via simple viewers and their own phones. The concept, design and implementation of the VRV was developed completely by students. The development is planned to continue to make the VRV a tool to promote the many technology resources Washington University offers its students.

Another student-driven initia-tive is 3D printing. STS now offers students the ability to create 3D models and then print them in a variety of colors and materials. Students have already used the machine to create items for research projects and experiments as well as tools for educational use.

STS also improved some of its traditional services during the summer. The department purchased 15 new MacBook Pro computers, to replace outdated machines for its laptop lending program. The program allows student clients to borrow a computer (which run Windows or Mac OS) when theirs is checked in for repairs.

Those who reserve the Gregg Technology Classroom can

Engineering students took advantage of STS's new 3D printer to create a part for an experiment they performed over the summer.

now also reserve up to 10 Boot Camped MacBook Air computers, which were purchased new for that purpose in spring 2015. The GTC also now boasts a 1080i, 3D video-capable projector connected to a 2015 Boot Camped iMac computer.

STS welcomed back its student staff with open arms in August for training prior to resuming department activities for the academic year. For more information on this year's staff, visit sts.wustl.edu.

Welcome to WashU, Dr. White!
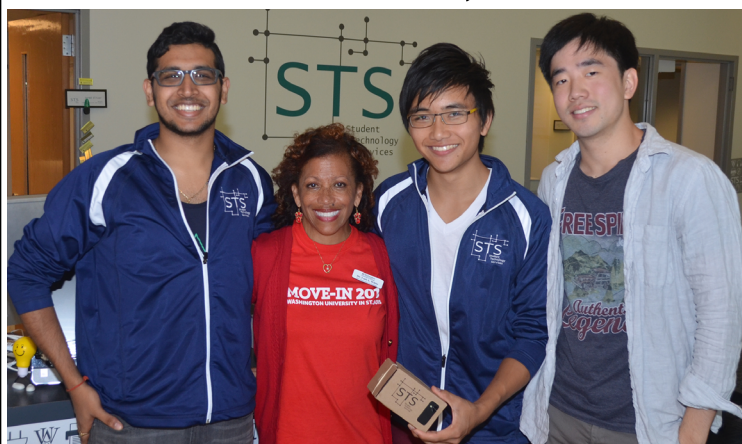
Dr. Lori S. White, Vice Chancellor of Students, stopped by STS during move-in on Aug. 20. During her visit, she met Suyash, Justin and Jin, the talented students behind the Virtual Reality Viewer.

Vice Chancellor and Chief Information Officer John Gohsman paid a visit to Student Technology Services on Monday, Aug. 17 to welcome student technicians and technology coordinators back to campus. The student staff, who were undergoing training to provide STS services, heard from Gohsman about their importance not only to Washington University IT, but to the university's continuing initiatives to provide the best technology experience to the student body.

Smooth transition to email.wustl.edu

Working alongside with several Washington University Information Technology departments, STS handled much of the student client support and transition instructions for the changeover from "go" email services.

Few issues and complaints were received, thanks in part to planning, advanced notifications and detailed instructions. Most students experienced little to no email downtime, and were well aware of the changeover.