Bits & Bytes

A publication of Student Technology Services (STS)

STS
Student Technology Services

Washington University in St. Louis
INFORMATION SERVICES & TECHNOLOGY

Portfolio Update

PORTFOLIO
COLLECTION. REFLECTION. DIRECTION.

The Portfolio, a new tool that will support WUSTL students as they record and reflect upon co-curricular activities, recently had its first use beyond the pilot. Over 160 student organizations used the Portfolio interface to register for the Spring Activities Fair held on January 23.

Jane Serber, Senior Project Leader, provides business analysis and management coordination of the Portfolio Project. "The Spring Activities Fair gave us the chance to review potential problems with the software," she said. "Everything ran perfectly, and student leaders were very pleased with how easy the tool was to use."

During the next phase of the Portfolio's implementation, leaders of student organizations will be learning how to create their own group page. This feature will assist student leaders in roster management, messaging and other tasks.

Circulator App: A Strong Launch

Senior Engineering student, Vinoo Ganesh, STS Student Manager, Oliver Jones, and STS Assistant Director, John Bailey—the collaborative team behind the newest mobile app—predicted that it would be popular. What they didn't know was HOW popular the WUSTL Circulator app would be: over 1400 students downloaded it within the first two days of its January 23rd launch. Within a week, that number climbed to 1950.

The Circulator app displays the shuttle's schedule and tracks its location in real time, so WUSTL students will always know where the "circ" is. Ganesh began working on the infrastructure of the app in a computer science class last year. Collaborating with Bailey and Jones, Student Union, STAC (Student Technology Advisory Committee) and the Parking and Transportation department, Ganesh is seeing his idea become a reality that positively impacts the campus. Reviews of the app have been overwhelmingly positive.

The new mobile app joins the WUSTL dining, course and map apps that are free to download. The Circulator app is only available on iOS devices as yet, but a version for Androids is coming soon.
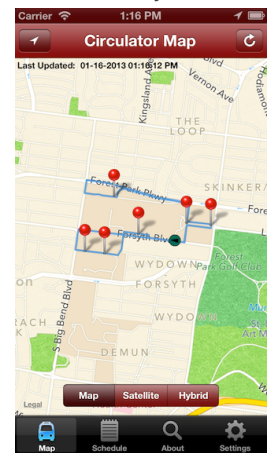
Trouble Tickets January 14 – 28, 2013:
Opened: 275; Closed: 243

STS Remote Help Desk for Olin Library

We can help with:

• **Wireless Connections**

• **WUSTL Printing**

• **GO WUSTL Email**

• **Blackboard for Students**

Last November, STS piloted a remote Help Desk in the Olin Library. "The response to extra tech support on the Danforth campus was very positive," said Chris Huels, STS Manager of Technical Services and Support. He noted that evening and off-campus students particularly appreciated the chance to get their quick tech problems fixed in the central campus location of the Olin Library.

Starting February 4, STS will re-establish the remote Help Desk at Olin for the rest of the spring semester. Monday through Friday, from noon until 6:00 pm, a team of STS student workers will provide help with wireless connectivity, Blackboard support, GO WUSTL email questions and printing issues. "Computers with more complicated tech problems," Huels explained, "will still need to be checked in for follow up at the STS Help Desk in Gregg House."

STS Recruiting for Tech Positions

The STaRS Program has begun its spring recruiting for several positions available during the 2013 – 2014 academic year. STS is currently seeking candidates for the Student Technology Coordinator (STC) positions. The STCs serve within the residential colleges where they live, providing the first line of technology support. They also maintain the computer labs and present educational programs that improve the technology experience for their peers.

After the selection of next year's STCs, STS will begin recruiting for its Level I Tech positions. These student employees staff the STS Help Desk in Gregg House, providing troubleshooting on a variety of tech issues including wireless, email, printing and software installation.

To review other open positions for WUSTL students, visit the STaRS website: http://stars.wustl.edu.