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## Educause Awards

Educause annual awards recognize exemplary achievement. Recipients are honored at the annual conference in October.

### for Systemic Progress in Teaching & Learning

This award recognizes transformative improvements in the teaching and learning culture of an institution. Virginia Tech’s Learning Technologies division is recognized for the strong campus-wide commitment to improving learning through technology. The suite of supporting programs include the Center for Innovation in Learning, Faculty Development Institute, and the Graduate Education Development Institute, as well as various efforts traceable to roots in these programs.

The award noted the engagement of “faculty champions” across disciplinary boundaries, an increase in active learning and student collaboration, assessment, and the effective use of resources in straitened times.

The award selection committee is quoted as saying, “Overall, this exemplary set of activities at Virginia Tech has expanded the university’s leadership role in the effective integration of instructional technology with pedagogy and enables the university to serve as a model and a resource for other institutions across the state and the nation.”

The award is sponsored by WebCT.

### for Excellence in Information Technology Solutions

This Educause program recognizes creative projects that apply emerging technologies to improve the scholarship, service, or management practices and policies of the institution.

VA SCAN—the Virginia Alliance for Secure Computing & Networking—is the recipient of this award. George Mason University, James Madison University, the University of Virginia, and Virginia Tech has joined together to bolster the state’s defenses against network security problems. The alliance brings together Virginia’s higher education security practitioners with nationally recognized researchers on cyber security.

Goals of the alliance are to assist in avoiding costs associated with security breaches, to save time in the development of security programs, to reduce security training costs, and to take advantage of economies of scale experienced by the joint venture. Alliance members maintain an “ask-the-expert” e-mail service, an e-mail list for security discussions, and a specialized list for security alerts.

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## Fall Move-In: Get Connected, Help Desk

Fall Move-In was a smooth transition for new students this year. Generally, students came better prepared, having used the VTNet CD that was distributed at New Student Orientation before connecting to the network. Fewer students experienced difficulties and there was a decrease in the number of students who required assistance. The dedicated and well-trained Get Connected staff, along with University Computing Support personnel, used feedback from 2004 to improve procedures and take more proactive measures.

	2004	2005
Students with laptops	4818	5680
Students who connected themselves to the VT network	3496 (60%)	4782 (78%)
Students assisted by Get Connected staff	2167	1261

From August 18<sup>th</sup> through August 28<sup>th</sup>, there were a total of 2446 calls answered on the 4-help line. The top categories for problem tickets processed are:

4-Help/Fishbowl Total Tickets Processed:	1310	(2004 was 2233)
Requested Password Reset:	232	(2004 was 525)
Microsoft Outlook:	79	
Antivirus:	77	
Mail Server:	72	
Window XP:	70	
Wireless Configuration:	70	
Ethernet Configuration:	65	

Prepared by Joyce Landreth, Associate Director for Support, NI&S.

## Fall Move-In: Student Software Distribution

Student Software Distribution served new and returning students during the move-in period of Wednesday through Sunday prior to the start of fall semester.

### Sales Units

For fall semester in year:	2001	2002	2003	2004	2005
Total	2204	1757	2086	2401	2358

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### Institutional Repositories

*Erv Blythe and Vinod Chachra (VTLS Inc.) scope the value of institutional repositories in their article, "The Value Proposition in Institutional Repositories," in the Educause Review, September-October 2005, pages 76-77. <http://www.educause.edu/apps/erm/erm05/erm0559.asp>*