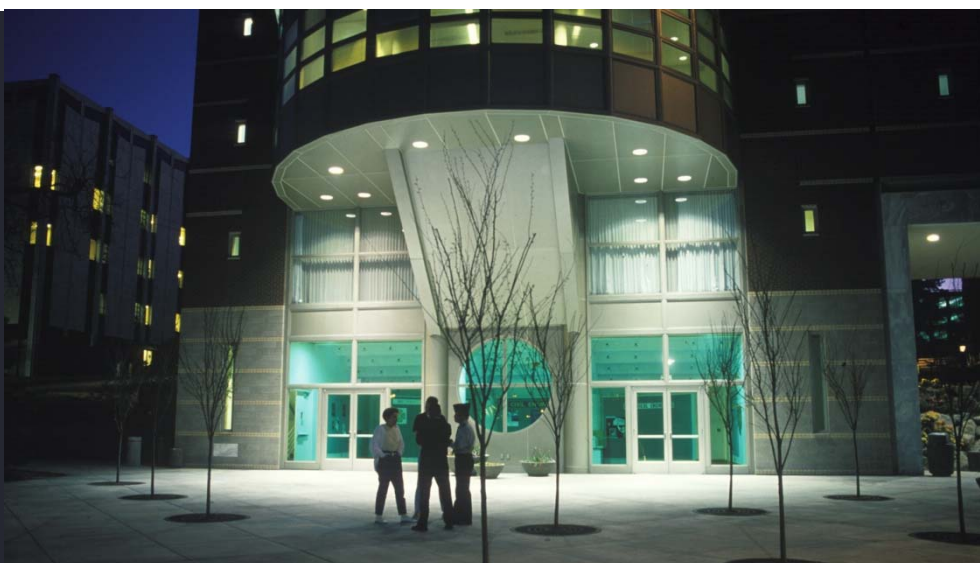


SU Tech Talk

Office of Information Technology
Issue 4 | Fall 2009



From the CTO Desk

Welcome to Seattle University's *TechTalk*, the Office of Information Technology's (OIT) newsletter.

Welcome to another academic year. It was last academic year that Office of Information Technology (OIT) launched the *SU Tech Talk* Newsletter in an effort to better inform campus of the technology services, support and projects on campus. I hope that you have found these issues beneficial.

As we've put together this academic year's first issue of *Tech Talk*, we've tried to highlight many of the enhancements to technology services and support that we've partnered with you on delivering. And there are many! From increases to email quotas, to the increased bandwidth for the Internet connection, to new tools for managing our SU web sites, to faster servers, to virtual desktops providing remote access, this issue of *Tech Talk* is full of new and/or improved services for you.

SunGard Higher Education OIT strives to serve Seattle University so that we can together serve our students so that they can serve the future.

Please take the opportunity to read through the following pages. As always, I welcome your feedback regarding our current services and any work we can partner with you to complete.

Welcome to Academic Year 2009-2010.

Dan Duffy
Chief Technology Officer
duffy@seattleu.edu

<http://www.seattleu.edu/oit>

Computer Labs go into the Cloud

This fall students may no longer need to get up early and drive to campus to access OIT computer lab resources. The Virtual Desktop Initiative (VDI) allows students to access the academic software found on the computers in the OIT computer labs from any computer with an internet connection. If a student can get access to the Internet (aka "the cloud") then they can get access to the academic software in the OIT computer labs. This allows students to access the OIT computer lab software from their laptop while sitting by the fountain on campus, or drinking coffee at their favorite coffee shop, or visiting friends at another university, or wherever. As long as you have a computer with an internet connection, you can now get to the academic software in the OIT computer labs.

The VDI platform also provides the capability to send your document to a Printshare printer on campus. If you create your document on a computer through VDI, no need to wait for a seat to open up in the computer lab so that you can print. Instead, print your job directly from your own computer, through VDI, to a Printshare printer on campus. You will still need to use your campus card to print your documents.

(Continued on page 2)

Web Content Management System Implementation Complete!

On August 13, 2009, the Marketing & Communications department, in collaboration with OIT, completed the migration of the Seattle University website (www.seattleu.edu) to the Ektron Content Management system. This project consisted of the redesign and migration of every SU academic and administrative web site. In all, 166 websites were migrated to the new content management system. Within these 166 websites were 9,321 web pages, 161 web forms, 56 multimedia items, 6,223 images and 3,373 documents.

The Ektron content management system provides Seattle University with a single system for creating and managing the content on our websites. Offices and departments can now manage their own websites in an easy-to-use web interface and without advanced technical training. Gone are the days of needing to learn Dreamweaver or become an HTML programmer.

When the project was launched in August 2008, based on the scope of the effort, the original completion date was scheduled for January 2010. Thanks to the good work of all involved, continuous learning and improvements during the phases of the project, the additional help of OIT student employees, and an excellent partnership between all departments, we were able to accelerate the schedule to be completed prior to the start of the Fall 2009 quarter. Four months ahead of schedule! Kudos to all involved.

The completion of this project is a milestone for Seattle University. The proposal for a Content Management System was first discussed in December, 2003. Through changes in committees, personnel, priorities, technologies and more, the Content Management System is now live and providing benefits to Seattle University.

Special recognition is due to Soon Beng Yeap of Marketing and Communications for his leadership on this project. In addition, Eli Christopher of Marketing and Communications served as Project Manager with Eric Larson of OIT as the Technical Lead. The working team was also comprised of Natalie Greco of Marketing and Communications along with Mike Dommer, David Castillo, Kevin Chang and Hiroko Narimatsu of OIT. The Implementation Team who provided guidance and direction throughout the project included: Soon Beng Yeap – Marketing and Communications, Kristin Cheney - Law School, Dan Duffy – Office of Information Technology, Bob Duniway – Planning Office, Nancy Gerou and Romando Nash - Student Development, Barbara Hauke – Albers School, Linda Hulten and Brian McGuire – University Advancement, Aren Kaser – College of Arts and Sciences, Kurt Lorenz – School of Theology & Ministry, Melore Neilsen – Undergraduate Admissions, SusanEllen Bacon – College of Education, and Janet Shandley – Graduate Admissions.

(Continued on page 3)

Labs in Clouds (continued)

The software used to power the VDI is called VMWare. OIT has been using VMWare technology in the Seattle University computer room to streamline the management of servers for the last several years. We have seen significant reduction in hardware and energy costs as well as reduced requirements for physical space through the adoption of VMWare technology.

The advantages for OIT computer lab virtualization include extending the hours and physical reach of the computer labs, creating a standardized environment that is easier to manage, and extending the life of the computers in the OIT computer labs.

To access the virtual lab desktop, point your Internet Explorer web browser to <https://vlab.seattleu.edu>. For more information on the service, please visit <http://seattleu.edu/oit/page.aspx?id=134>.

Enjoy the virtual computer labs. Don't worry, OIT is still running the physical computer labs in case you need to use them. Stop by some time, or drop us an email, and let us know how you like the VDI service.

If you have any comments on the virtual lab, including suggestions for improvements, please send them Michael DeBlasi, Director of Learning Technologies, Office of Information Technology, deblasim@seattleu.edu or 206-296-5964.

Larger Widescreen Monitors Installed in OIT Computer Labs

To support student learning, OIT installed 152 larger computer monitors in the OIT computer labs this summer. The OIT computer labs with the new monitors are Engineering 308, Engineering 309/310, Pigott 206 and Pigott 207. The newer 19 inch monitors are in the wide screen format which is more compatible with the resolution of current web content.

Based on a 2008 University of Utah study, widescreen monitors are better suited for tasks that have multiple documents open and can increase productivity up to 30%.

For more information contact Kevin Egan, OIT Computer Lab Manager, at kiegan@seattleu.edu or 206-296-5584.

Web Content Management (continued)

On behalf of the OIT department, thank you to all those on campus who have been involved in this project, attended the Ektron training, or are now managing the content on their departmental web pages. Your partnership, professionalism and collegial spirit are much appreciated.

For more information about the Content Management System project please visit <http://www.seattleu.edu/cms>.

Seattle U goes High Def with Videoconferencing

In coordination with the Office of the Provost and the School of Theology and Ministry (STM), this summer OIT installed High Definition (HD) videoconferencing equipment in Hunthausen 100. The motivation behind this project is to better serve the Alaska cohort enrolled in the STM Master of Arts in Pastoral Studies program (see <http://www.seattleu.edu/stm/alaska.aspx>). The cohort's final presentations were hosted remotely from SU to three sites in Alaska. This new videoconferencing system extends the program to remote areas of Alaska and beyond. The HD videoconferencing system also provides both green benefits and budget reductions through reduced need for SU faculty and staff to travel to Alaska. Using HD video also allows a more personalized user experience where facial expressions and clarity of voice are better presented.

OIT has been supporting videoconferencing for several years on campus in a standard format for many purposes, including hiring interviews or conferences where the participants cannot physically come to campus.

For more information, or if you would like to request services for videoconferencing, please contact the OIT Helpdesk at helpdesk@seattleu.edu or 206-296-5571.

Watch Real Time Construction of Lemieux Library and McGoldrick Learning Commons

Last Spring, Seattle University broke ground on the new Lemieux Library and McGoldrick Learning Commons. Shortly after the ground breaking ceremony, the construction fences went up. While we've been able to hear the sounds of progress, the construction fences surrounding the site conceal the visual evidence of the progress that is being made.

To help keep the community updated on this exciting project, OIT has partnered with Facilities Services to deploy an online web camera. This web camera is located on the roof of the Bannan Engineering Building and provides a real-time visual status of the project. A special thank you goes out to electricians Jay Heitman and Byron Lynch in Facilities Services for their assistance with setting up the web camera.

To view video updates of what is occurring behind the construction fences, visit <http://www.seattleu.edu/library/camera.aspx> and follow the progress of the Lemieux Library and McGoldrick Learning Commons construction. The construction is scheduled to continue until September 2010.

Getting to Know OIT



Five Minutes with
Anthony Chan

What is your role with SunGard Higher Education OIT at Seattle University?

I am the Database and System Administrator for the Datatel Colleague system.

How long have you been at Seattle University?

I have been at Seattle University since 1986. I started as an international student and earned a B.S. in Computer Science in 1990. I worked part-time in the computer labs during my junior year and then worked as a student programmer in my senior year. After graduation in June of 1990, I was offered a full-time programmer job in the SU IT department. I have been working for Seattle University and SunGard Higher Education ever since.

What do you do?

My primary job duty is to maintain and upgrade the Datatel Colleague system, the SUOnline system and the Web User Interface. In addition, I am also responsible for installing, maintaining, and upgrading other SQL database systems on campus such as Raiser's Edge, Alumni Web, Mediat, EMS, and others. There are approximately 15 production database systems that I maintain. I also maintain the "test" databases for those systems.

What do you like most about your job?

It's a challenging and interesting job that allows me to work with very intelligent and interesting people from across campus. As an SU alum, I like working here.

Contact Anthony at chan@seattleu.edu or 206-296-5553. For more information about OIT and its staff, please visit <http://www.seattleu.edu/OIT>.

Seattle University Purchases the Datatel ActiveCampus Portal

In June 2009, Seattle University purchased the “ActiveCampus Portal” product from Datatel. The Active Campus Portal will replace the current student portal (<https://mysu.seattleu.edu>) and also allows for the creation of a faculty/staff portal site. With ActiveCampus Portal, everyone will have a personalized home page from which they can more easily access the Angel learning management system, WebAdvisor for course registration and grades, campus calendaring, newsfeeds, and other Seattle University resources.

The ActiveCampus Portal is based on Microsoft’s SharePoint technology and is designed to provide a fully integrated communications and collaboration solution for campus. The ActiveCampus Portal assists in disseminating appropriate information to the right audiences across campus, so students, faculty, and staff are better informed of campus information.

A campus project team, including OIT, will begin working on the implementation of the ActiveCampus Portal starting in October, 2009. The first phase of the project will be focused on the replacement of the current “MySU” Student portal. The second phase of the implementation will focus on the creation of a Faculty/Staff portal.

While there is much work to be done, this system will help us tackle our campus-wide communication challenges. We can all look forward to this exciting new communication and collaboration system in 2010!

For more information contact Don Sullivan, Director of Application Services, at dsullivan@seattleu.edu or 206-296-6259.

New Telephone Conference Bridging Service

In an effort to help departments reduce their costs, OIT has been working to bring a new telephone conference bridging service to Seattle University. Previously, conference bridges would cost as much as 22 cents per person, per minute. Through a partnership with Intercall, OIT is pleased to provide conference bridging at only 6 cents per person, per minute. This results in a substantial savings to your departmental budget.

For example, a one hour call with five parties previously cost \$66.00. With the new Intercall service, that same conference bridge will cost just \$18.00. That’s a \$48.00 savings!

(Continued on page 5)

Faculty, Staff, and Student Employee Pay Advices Now Available Online

In May 2009, the Seattle University Payroll Office, in collaboration with OIT, implemented online pay advices. The online payroll advices are available through SUOnline (<https://suonline.seattleu.edu>).

Current pay period information is available starting on payday and employees can view past advices going back to May 2009. This initiative provides increased efficiency, reduces operating costs, and is in keeping with Seattle University’s commitment to sustainability.

Employees can access SUOnline using their Seattle University email login credentials. Pay Advices are located in the “Employees” section of the SUOnline Menu.

Special thanks to David Ingham from the Controller’s Office and Gary Chan from OIT for their help on this project.

If you have any questions or concerns regarding your Pay Advice, please contact the Payroll Office. For issues regarding accessing SUOnline, contact the OIT Helpdesk at helpdesk@seattleu.edu or 206-296-5571.

Electronic Time Entry Available in SUOnline

In July 2009, the Seattle University Payroll Office in partnership with OIT launched a new web time entry system for use by supervisors of student employees. The web time entry system is a paperless time tracking system which will reduce calculation errors, lost time sheets, and help streamline the processing of payroll. Web time entry for student employees is accessible 24/7 via SUOnline (<https://suonline.seattleu.edu>).

If you supervise students, you should have received an email from Rita Lin, Payroll and Endowment Manager, with information about training sessions and instructions on how to use the system. 125 student supervisors have participated in the training, and they, in turn have trained their students to enter the time on SUOnline. With the new online system, the only way student employees will be paid is by getting an online approval from their supervisors.

If you have questions regarding the use of the system or need to schedule yourself for an upcoming training session, please contact Joyce Cubelo in the Payroll Office (cubeloj@seattleu.edu or 206-296-5880). Three additional training sessions are scheduled for October 5, 12 or 19 with sessions running from 8:30 to 10:00am or 10:00 to 11:30am.

Supervisors of student employees can access SUOnline using their Seattle University email login credentials. Time Entry and Approval is located in the “Employees” section of the SUOnline Menu.

The Payroll department, Human Resources and OIT are discussing

Telephone Conferencing Service (continued)

What is telephone conference bridging? Rather than you having to call each participant and manually add them to the call, conference bridging provides you with a toll free number and a unique meeting ID. You simply provide that toll free number and meeting id to the call participants and they join themselves into your conference call by calling the toll free number and entering the meeting ID you provided.

If you are interested in using this new telephone conference bridging service, signing up is easy. Contact the OIT helpdesk at 206-296-5571 or helpdesk@seattleu.edu. Provide them with your first and last name, email address and phone number. We will have your account setup within 48 hours. Once your account is created, you will receive an email with all of the information you will need to get started.

We're excited to bring this new service to our campus community and hope that this will help enhance your conferencing experience.

New High Def Projectors installed in Pigott and Wyckoff Auditoriums

Over the summer OIT upgraded the video projectors in both the Pigott and Wyckoff Auditoriums. As two of the University's largest venues on campus, these auditoriums host many large academic gatherings and other high profile events. The new video projectors can support High Definition (HD) quality pictures and are twice as bright as the old projectors. For those who were planning on the lights being shut off during a presentation, our apologies. But, we hope that faculty, staff, and guest presentations enjoy the much improved video presentation quality.

For more information, please contact OIT Classroom Support Services at itcs@seattleu.edu or 206-296-6220.

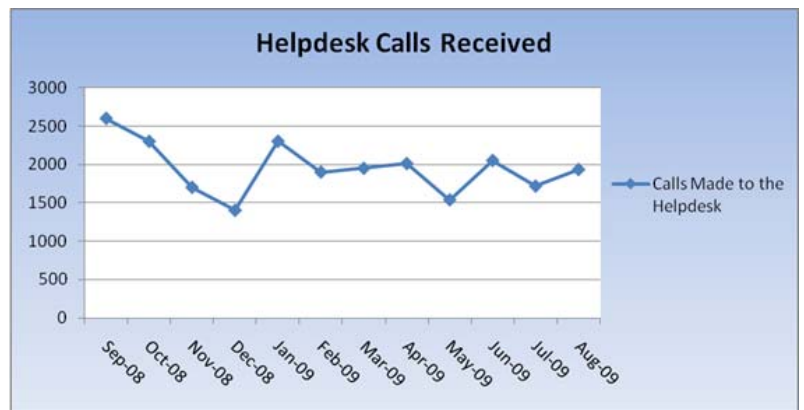
More Internet Bandwidth and Enhanced Network Security

Over the summer, OIT increased the total size of the circuit connecting campus to the Internet from 100 Mbps to 225 Mbps. This is akin to upgrading from a 4 cylinder engine to an 8 cylinder engine in your car. This upgrade was performed to meet the growing demand for increased streaming media content and media rich applications.

(Continued on page 8)

<http://www.seattleu.edu/oit>

Help Desk Quality Assurance Statistics



Telephone Tip

Note: If your phone doesn't have an Ericsson or Aastra logo on the front, it is most likely an analog phone.

How to transfer calls from an analog phone:

- Tap the [Flash] button or the [Hook switch] to put the caller on hold and get dial tone on a second line.
- Dial the extension you wish to transfer the call to.
- Once it starts ringing, you can transfer the call then or wait to speak with the person before transferring the call. It is best practice to wait for the person to answer, announce the transfer and provide any relevant information before hanging up.
- If no one answers and you want to get back to the caller, press the [Flash] button or the [Hookswitch]. You may need to push it twice – Once to hang up the current call and the second time to get back with the original caller.
- To complete the transfer, simply hang up the phone.

Alumni Email Task Force

The Vice President of University Advancement Mary Kay McFadden and the former Dean of the Law School Kellye Testy commissioned a task force to report on the need for lifetime alumni e-mail. Susan Ahern from the Law School served as Task Force Chair. OIT participated on the Task Force both as team members and technical advisors. The final report of the team was presented to the executives in June 2009. The Task Force recommendation offers alumni a lifetime seattleu.edu email address, providing benefits such as:

- To provide alumni with a benefit/service they value, e.g., the importance of a professional contact as students seek work; a benefit/service offered by SU to all alumni (alumni can choose if they want benefit)
- To provide seamless connection as students graduate and wish to continue to use the e-mail address they have used as undergraduate or graduate students
- To facilitate increased communication between alumni and the university – we want to ensure we can stay in touch and hope that alumni will also want to stay connected with SU
- To encourage electronic communication, which depends on accurate e-mail addresses, as it is more cost-effective and “green” than written communication (assuming the audience reads the e-mail; this will take time but electronic communication is clearly the future trend)
- To market SU – providing visibility for the “seattleu.edu” brand
- To help in building/nurturing community to ensure lifelong relationships and partnerships critical to our future success, e.g., the development of philanthropic resources
- The sentiment that we have the opportunity to be in the vanguard, helping to raise the standard for alumni services among our Jesuit peers.

The recommendation of the Task Force is now in the hands of the University executives and OIT is looking forward to implementing a solution in the near future.

Colleague and SUOnline Get a Power Boost!

On September 11th, 2009 OIT Application Service replaced the production Colleague server. This server processes all transactions on Colleague and serves as the university’s core

(Continued on page 7)

Network Backup System Replacement

For several years, important University data has been “backed up” on campus and stored at an offsite location. The purpose of backup technology is to meet regulatory requirements, assist in disaster recovery and business continuity preparation and to provide security of vital student and University information. In July 2009, OIT received University approval to migrate the aging backup technology landscape to a new technology which was implemented in August 2009. The new technology dramatically improved upon each of the aforementioned purposes while also reducing the cost to the University. The approach represented a fundamentally different perspective on how to utilize and leverage existing technologies while improving services in a cost conscious situation.

There is an old adage in the information technology community which states that “no one cares about the backup of data until it is time to restore it.” In this instance, Seattle University and OIT turned that adage on its ear by designing, innovating and funding a commitment to the security of University and student data.

Back to Campus

In September 2009, OIT helped to welcome both new and existing students back to campus! Upon arrival, students found support desks in the Xavier, Bellermaine and Campion residence halls, staffed to help students access the campus network securely. OIT helped students clean their laptops and personal computers of viruses and spyware, assisted in installing campus security software and also helped get Xbox360s and Wii’s operational! Other services included helping smart phones access campus email and several hundred network cables were also made available to the students. Campus Card personnel participated in summer orientations and “carding” events to ensure meal plans, building access and washing machines can be used!

OIT provided Angel training programs for new faculty as well as assisting returning faculty in enhancing their use of the learning management system.

Welcome back!

Email Quotas Increased

To support the academic and research needs of students and faculty, the quotas on SU email were increased in June 2009. Student Email quotas were increased from 75 MB to 250 MB. An increase of over 333%! In addition to the 250 MB of email storage, students also have 250 MB of file storage on their “Personal” drive (P:) on the SU network.

Faculty email quotas were increased in June from 250 MB to 1 GB of space.

Facilities Work

OIT partnered with the Facilities Department on a number of projects during a busy 2009 summer.

Among the completed projects was the opening on the Alumni and Admissions Building, housing the Alumni Relations and Admissions organizations. Seattle University Associate Vice President of Facilities Administration Michael Kerns has called the building one of the school's "signature" buildings, representing the first impression to potential students and also representing relationships the school has forged with alumni. Technology such as network connectivity, wireless access, digital signage, high definition plasma screens, and more, were installed throughout the building.

Other major capital construction projects on campus with OIT participation include the Interim Library in the Columbia Building, continued planning and design for the Lemieux Library and McGoldrick Learning Commons, the expansion of the Law School into the Seaport Building, deployment of expanded wireless capabilities into common areas in the Xavier, Bellermaine and Campion Residence Halls as well as upgrading the technology in a number of classrooms during the summer months.

SunGard Higher Education Executive Team

Seattle University's partnership with SunGard Higher Education has recently been enhanced with the addition of Jeff Pomponi and Andrew Nagorski. Jeff is the West Region Vice President for Client Operations within SunGard Higher Education. Jeff is based out of the San Diego, CA and brings over 20 years of SGHE experience of working with colleges and universities. Jeff returns to Seattle University after having worked on campus with some of you over the last 15 years. Andrew is the General Manager of Client Services for the Western Region. Andrew is also based out of San Diego and brings to the SU relationship a wide-range of skill sets from over 25 years of professional IT experience in higher education. He has held key management and leadership roles that have provided him experience in all areas of information technology including CIO and CFO.

Both Jeff and Andrew were on campus to meet with SU leaders over the summer. They will be on campus regularly to bring services, support and expertise to the SU/SGHE partnership.

Colleague and SUOnline Power Boost (continued)

data system. The replacement server will improve performance of Colleague and data integration processing that occurs during non-working hours. The Colleague test and development environment inherited the previous Colleague production server. This gives our development staff and our partners in administrative offices an improved performance when developing and testing new features for Colleague.

In addition to the replacement of the Colleague production server, Application Services also upgraded the SUOnline web servers with new operating systems and web software. This will provide increased performance and improved availability during peak access periods.

Launch of Technology Planning Committee

A new Information Technology Governance structure has been implemented at Seattle University. The new Technology Planning Committee (TPC) was launched in the Spring. Members of the TPC include: Bob Dullea – Vice President for Planning, Joyce Allen – Office of the Registrar, Kristen Cheney – School of Law, Jake Diaz – Student Development, Dan Duffy – OIT, Doug Duncan – Office of University Counsel, Bob Duniway – Institutional Research, Heather Geiger – University Planning, Joanne Hughes-Clark – College of Science & Engineering, Michael Kerns – Facilities Operations, Steve Lindell – Alumni Relations, Joe Orlando – Jesuit Mission & Identity, John Popko – Lemieux Library, Mark Roddy – College of Education, and Soon Beng Yeap – Marketing & Communications. These colleagues will be working on the technology strategies in the following five areas:

- 1) Web and Social Media: Become more effective users of contemporary technology including social media to reach out and connect with important constituencies including potential students, alumni, and friends.
- 2) Student Community: Use technology to enhance student experience of community and student engagement with the university.
- 3) Faculty Development: Find way to support and encourage faculty in the utilization of technology to take advantage of alternate ways of teaching and learning, expand opportunities to deliver curriculum and prepare for potential interruptions in normal delivery of instruction.
- 4) Information Security: Ensure SU is using best practices to ensure information security, including identity security, and disaster recovery.
- 5) Business Practice: Use technology to drive operational efficiencies, ensure effective business practice, reduce operational costs and improve customer service.



Top Help Desk Questions

What are the Fall Hours for the Help Desk?

Effective Wednesday, September 23rd, the Help Desk is open Monday-Thursday from 8:00 AM to 9:00 PM, Friday from 8:00 AM to 6:00 PM, and Saturdays from 9:00 AM to 4:00 PM. The OIT Help Desk is closed on Sundays. The Help Desk follows the Seattle University calendar for closures such as holidays.

When using VMware on a lab computer, what do I do if I minimize the VMware View Window?

If you cannot see the VMware view window because it has been minimized, you can bring it back by pressing Alt-Tab.

If I am running Windows XP on my computer, how do I map a network (T: or P:) drive?

Instructions on how to map a network drive may be found in our Knowledge Base at <http://kb.seattleu.edu/oit>. A direct link to this article is: <https://kb.seattleu.edu/oit/Article.aspx?id=10028>.

Internet Bandwidth (continued)

An integral part of this upgrade involved replacing the aging network devices that were part of the path from the campus network devices to the Internet. These core network components were replaced while maintaining the network availability for summer classes, conferences and events, and normal administrative needs. Thanks to the summer work, the Seattle University network has grown from a limit of 100 Mbps along the Internet path to 225 Mbps with the capability to quickly scale to 1 Gbps, if needed. These enhancements to the network provide additional support for student and faculty teaching, learning and research.

OIT also upgraded the external firewalls to enhance the security of the Seattle University network. The addition of an Intrusion Prevention Service (IPS) has greatly enhanced the security of the SU campus network. Both of these devices will aid OIT in responding quickly to unauthorized intrusion attempts, blocking nefarious applications, and providing a robust and stable network for students, faculty, and staff.

For more information contact Mark Kawakami, OIT Network Manager, at markk@seattleu.edu or 206-296-5552.

The Newest Face of OIT

Please join us in welcoming our newest staff member to the SunGard Higher Education OIT team.



Jessica Suarez
User Services Manager
Engineering 600
(206) 296-5576
jsuarez@seattleu.edu

For a complete OIT organizational chart and photo gallery, please see our "Who We Are" page on our website at <http://www.seattleu.edu/oit>

Campus Card Corner

How do I...

Deposit money to my Campus Card account to make copies, print pages, use at the Bookstore, buy food/drinks from a vending machine, or do laundry?

Cash can be deposited anytime at the 2 VTS (Value Transfer Station) machines on campus. One is in the University Services building, by the Bookstore. The other is in the Student Center Building at the far end, near the US Bank ATM. You can also deposit cash or checks at the Campus Card office in Engineering Building 313 during normal office hours or the Student Financial Services office in the University Services Building during regular office hours. Meal Plan money cannot be used to purchase food/drinks from vending machines.

Campus Card hours of operation are Monday - Friday, 8:00am - 4:30pm in Engineering 313. You can also call x2273 or email at campuscard@seattleu.edu.