ITS: we're here to help

You're trying to post a syllabus online. Your printer doesn't work. You think your computer has a virus.

Loyola's Information Technology and Services (ITS) division is here to lend a hand. "People are often overwhelmed and don't know where to turn," says Bruce Montes, ITS director for Academic Technology Services. "Just call the Technology Support Center and we'll get the answers you need."

Academic Technology Services doesn't design computer systems or applications (that falls to Systems Implementation & Consulting) or maintain them (that's the job of Infrastructure Services), but the group is responsible for making sure faculty, staff and students are able to take advantage of technology resources provided by the university. In just the past five years, Montes has seen enormous growth in the number of students bringing computers to campus and the amount of technology integrated into the classroom, as well as an increase in the complexity of programs managed by staff. As users have become more technically savvy, they have come to rely on services such as wireless connectivity or capabilities such as distance learning, which is why ITS is ramping up efforts to better acquaint end-users with available support.

The strategy includes a new website. The site will include FAQs, contact information and links to more specific information. Outreach plans also include Blackboard training clinics to help familiarize faculty with Loyola's online course management system. In addition, ITS has been conducting focus groups to solicit feedback from faculty, staff and students on how to better assist them with technical needs.

Says Montes, "Ideally, technology should make it easier for faculty and staff to do their jobs and for students to learn. We're here to help."

Graduate School of Business makes top 20

U.S. News and World Report has ranked Loyola's Graduate School of Business 16th in the nation for Part-Time MBA Programs. This is a significant leap from last year's rankings, which placed Loyola at 25. "The business school has taken tremendous strides to improve its visibility and the strength of its programs," says Abol Jalilvand, dean of the School of Business Administration. "We have begun to change the culture of research and teaching and become more competitive."

Loyola's recent period of dynamic growth and outreach efforts have contributed to

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Terkel, Fauci to Receive Honorary Degrees

In recognition of remarkable achievements in the arts and sciences, Loyola University is bestowing two honorary doctorates at this year's commencement. read more
the business school's increased profile. "We've always had an excellent program, it's just that now we've begun to tout it," says Mary Ann McGrath, associate dean of the School of Business Administration.

There has been a concerted effort in recent years to move up in the rankings and to increase public awareness of the quality of education provided by Loyola's business school. Facility enhancements and the addition of new programs are among the developments Loyola has showcased to the business school community by hosting events for other business school deans. "People are realizing there's a true value here," says David Deyhle, marketing director in the department of Graduate & Professional Enrollment Management.

The GSB celebrated its rise in ranking with an open house for grad students and faculty from April 17-20. "It's a recognition of existing excellence, but also of a school on the move," says Associate Dean McGrath. "It's a signal to the world that we're doing good things."

Also in this issue:

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