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LETTER FROM THE VICE PRESIDENT FOR INFORMATION TECHNOLOGY

Colleagues,

Change is constant, both planned and unplanned, and no matter what changes we propose or have imposed on us, the Information Technology Division continues to strive for consistent service and strong partnerships to support the mission of North Dakota State University (NDSU) as a student-focused, land grant, research university.

We must keep up with new opportunities in the latest technologies as well as threats to our organization’s technology and data. In the past year, we have increased our focus on security, which allows us to protect the data entrusted to us by our students, faculty and staff. In addition to protecting their data, we are mindful of the experience of our customers so that security is not too burdensome.

A new wireless network, Internet of Things, provides students in our residence halls with a way to connect their streaming media devices that were not compatible with our secure network for computers and laptops. These students can now have their smart TVs and game consoles connected, making them feel more at home. This is addressing the changing needs of our students in the technologies they use every day.

We started a security initiatives team comprised of approximately 15 members which meets regularly. We look at all services we offer and work to identify and remediate vulnerabilities. This includes card access, video surveillance, classroom technology, managed desktops, cloud-based applications and protecting confidential information. To date, this group has reviewed approximately 100 different vulnerabilities, the vast majority of which were uncovered through our own discovery process. Of these 100, over 30 turned into projects that are underway and 50 are projects that have already been completed.

One of the projects that will have the greatest impact on our security is implementing Multifactor Authentication (MFA) on our NDSU services. We began recruiting staff and faculty to enroll in MFA in the spring and will continue this effort through the next fiscal year. Making this technology available to the campus allows everyone to participate in protecting our data. Most of the work involved in this campaign is not technical, rather it is in educating and providing service to our campus community so that students, faculty and staff understand the benefits of MFA and know how to use it easily.

In addition to our internal security focus, we continue to be a leader in cyber security as we hosted our fifth annual North Dakota Cyber Security Conference on March 15. The conference brings more than 300 attendees from industry, government and education.

In the coming year, we look forward to working with our partners across the University to continue providing service and security to our students, faculty and staff.

Regards,

Marc Wallman
Vice President for Information Technology
North Dakota State University
STUDENT SUCCESS STORIES

Jordan Moore worked as an IT Security Analyst for the security team during his time with the NDSU IT Division. Now, he works as an IT Security Administrator at R. D. Offutt Company. Jordan’s role is brand new to the company. He works with 120 different businesses on 3 continents, and in 5 different countries. Through his position, he trains 3,500+ employees in cyber security and is working to change the mindset of the company to view cyber security as protection rather than as the bad guys trying to make their lives harder. Jordan believes that the NDSU IT Division provided him with opportunities that aren’t typical for many college jobs. Not only did he speak at the 2017 ND Cyber Security Conference, but he was also able to take on internal server audit on his own. Through these experiences, Jordan learned where to look for the newest IT security news. He also learned how to continuously grow as a cyber security officer and make connections with integral people in the security field.

Rahul Gomes is an NDSU graduate with a degree in Computer Science now working at Minot State University as an instructor of Computer Science. Rahul worked for the IT Division as a software asset management assistant where he mainly worked getting faculty, staff, and students access to different software. He attributes gratefulness to his managers in IT for valuing him as an actual employee rather than just a student employee, and that his input and involvement in meetings was always important. He states that working in IT has given him experience with code, theory, and the software licensing process. Rahul noted that “different software had different installation,” and that due to this his troubleshooting skills and knowledge of the intricacies of software had improved. He feels that working in IT at NDSU has given him the knowledge of software for his students to be successful in their classes.

Riley Abrahamson is a current NDSU IT Division student employee “providing direct support” at the Technology Learning and Media Center (TLMC). Riley is a Computer Science major who feels that working in IT has given him a head start in his major by “designing, communicating, and collaborating with others”. The hands-on creativity and professional atmosphere has allowed Riley to grow and take on more independent roles. He believes the freedom and uniqueness of jobs in the NDSU IT division strengthened his critical thinking skills. Notable projects Riley has worked on during his time at the TLMC include creating tutorial videos for 189 courses and the Vet Tech department.

Sarah Russell was a member of the IT Division's communication team working as a Web and Communication Specialist. After graduating from NDSU with a degree in Industrial Engineering, Sarah started working for UTC Aerospace in the Minneapolis area. Now, she is a Knowledge Engineer for Amazon in Summerland, California where she works to expand and localize Alexa’s ability to understand and answer questions for UK-based customers. She feels that the IT Division taught her how to be truly customer-focused. Whether she was helping new students set up WiFi or creating internal communications, she became more effective at serving customers with the coaching of her managers.
FINANCIALS

FY18 - Sources of IT Salary and Operating Budgets

<table>
<thead>
<tr>
<th>Funding Sources</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>NDUS-SLA</td>
<td>$138,527</td>
<td>1.2%</td>
</tr>
<tr>
<td>NDSU-Based Appropriated</td>
<td>$5,166,820</td>
<td>45.8%</td>
</tr>
<tr>
<td>Student Technology Fee*</td>
<td>$2,850,969</td>
<td>25.3%</td>
</tr>
<tr>
<td>Local/Recharge</td>
<td>$3,024,386</td>
<td>26.8%</td>
</tr>
<tr>
<td>Capital**</td>
<td>$100,000</td>
<td>0.9%</td>
</tr>
<tr>
<td>Total</td>
<td>$11,280,702</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

*Total Tech Fee revenue less expenditures: $168,303 | Total Tech Fee award expenditures for FY18=$50,000
**Telecom capital projects: $100,000 R1 HVAC Project
TECHNOLOGY FOR TEACHING AND LEARNING

Tegrity Lecture Capture

Tegrity lecture capture enables instructors to record their on-screen display and audio from the classroom and produce an integrated audio-video product. It has indexing and other features allowing students quicker access to lectures.

<table>
<thead>
<tr>
<th>Statistic</th>
<th>2017-18</th>
<th>2016-17</th>
<th>2015-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty, staff and students creating Tegrity recordings</td>
<td>651</td>
<td>786</td>
<td>475</td>
</tr>
<tr>
<td>Classes using Tegrity</td>
<td>706</td>
<td>650</td>
<td>586</td>
</tr>
<tr>
<td>Unique recordings created</td>
<td>7,079</td>
<td>8,542</td>
<td>8,878</td>
</tr>
<tr>
<td>Hours of content recorded</td>
<td>5,047</td>
<td>5,569</td>
<td>5,222</td>
</tr>
<tr>
<td>Hours of content viewed</td>
<td>44,713</td>
<td>44,539</td>
<td>44,465</td>
</tr>
</tbody>
</table>

Blackboard Learn

Blackboard Learn is an online learning management system that allows faculty to interact with students, post grades and facilitate assignments.

<table>
<thead>
<tr>
<th>Blackboard Statistics</th>
<th>Spring 2018</th>
<th>Fall 2017</th>
<th>Spring 2017</th>
<th>Fall 2016</th>
<th>Spring 2016</th>
<th>Fall 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of active Blackboard Courses</td>
<td>3,083</td>
<td>2,949</td>
<td>2,681</td>
<td>3,235</td>
<td>2,230</td>
<td>2,733</td>
</tr>
</tbody>
</table>
Technology Learning and Media Center

The TLMC provides a variety of support, consulting and multimedia services for the campus, including video and audio recording studios, multimedia software and specialized equipment, editing and consultative services, classroom project support, multimedia coursework assistance and technology workshops. Workshop topics included MS Office and Adobe software, audio, video, photography, Google Apps, SketchUp and others.

Statistics:
- **350** media studios reservations
- **119** dissertation videos produced
- **134** workshops:
  - **59** class project support workshops - provided upon instructor request
  - **75** general workshops - offered broadly to all NDSU students, faculty and staff
- **82** Microsoft Office Specialist (MOS) certifications were earned through the TLMC (MOS certification program was not available during the fall semester)

Classroom and Computer Labs

- **1,018** supported classroom and lab computers
- **103** unique software applications
- **308** total supported spaces which include (general purpose and departmental):
  - **36** computer labs, located in **19** buildings
  - **162** interactive classrooms
  - **32** interactive study spaces
  - **31** agriculture extension video conference sites (cooperatively supported)
  - **24** conference rooms/seminar classrooms
- **59** student printers supported (general and departmental)
- **3,526,411** sheets of paper used through Go-Print printers compared to 4,152,973 sheets last year
NETWORK ENGINEERING AND OPERATIONS (NEO)

Network Engineering & Operations delivers network infrastructure and services to support the business, teaching and research activities of the university.

2017-2018 Significant Activities and Projects

- NDSU, working with Verizon, completed a project which provisioned 'Micro Cell' technology in key locations around campus. Extending this technology on campus has added cellular capacity and additional coverage to the campus community.
- NEO aggressively continued to expand the WiFi coverage across campus, especially in the residence halls. It is estimated that coverage across campus is now above 90%. Efforts will continue to identify and resolve areas with subpar signal into 2019.
- NEO deployed a new wireless network in the residence halls to support devices that are unable to connect wireless using enterprise authentication. This new network is known as the Internet of Things.
- NEO completed the work necessary to extend network connectivity to the Veterinary Diagnostics Lab (VDL) on the west side of I29 utilizing dark fiber.

Data Distribution (Wired/Wireless)

- 10 Gigabit building backbone – 1 Gigabit distribution
- $357K investment in network switch gear
- 912 switched 1 Gigabit ethernet ports
- 359 wireless access points

Backup Power

- $27K redundant backup power

2017-2018 Connection Statistics

<table>
<thead>
<tr>
<th>Average Unique Wired Devices / Week 2017/18 Academic Year</th>
<th>Average Unique Wireless Devices / Week 2017/18 Academic Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence Halls 2,443 (20%)</td>
<td>Residence Halls 15,532 (38%)</td>
</tr>
<tr>
<td>Main Campus 10,073 (80%)</td>
<td>Main Campus 25,731 (62%)</td>
</tr>
</tbody>
</table>
**TELECOMMUNICATIONS AND EMERGENCY TECHNOLOGIES**

**Voice and Emergency Communication**
- **4,471** dial tone lines (includes 12 remote locations)
- **37** blue light emergency phones

**Cable Television**
- **62** main and remote campus buildings
- **183** administrative and academic locations
- **2,074** residence hall and apartment unit locations

**Card Access**
- **706** doors equipped for card access
- **17,839** users with access privileges
- **300-2,400** access and door schedule changes per week
- **25,000** door access card reads/day

**Cable Infrastructure**

<table>
<thead>
<tr>
<th>Source</th>
<th>2017-18</th>
<th>2016-17</th>
<th>2015-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inside Cable (Cat5e and 6a)</td>
<td>1,979,000 ft</td>
<td>1,914,000 ft</td>
<td>1,900,000 ft</td>
</tr>
<tr>
<td></td>
<td>(374.8 miles)</td>
<td>(362.5 miles)</td>
<td>(359.8 miles)</td>
</tr>
<tr>
<td>Outside Copper Network</td>
<td>28,000,000 Conductor ft (5,303 miles)</td>
<td>28,000,000 Conductor ft (5,303 miles)</td>
<td>28,000,000 Conductor ft (5,303 miles)</td>
</tr>
<tr>
<td>Outside Fiber Network</td>
<td>113,500 Strand ft (21.5 miles)</td>
<td>113,500 Strand ft (21.5 miles)</td>
<td>112,200 Strand ft (21.3 miles)</td>
</tr>
<tr>
<td>Outside CATV Network</td>
<td>19,400 ft</td>
<td>19,400 ft</td>
<td>19,200 ft</td>
</tr>
<tr>
<td></td>
<td>(3.7 miles)</td>
<td>(3.7 miles)</td>
<td>(3.6 miles)</td>
</tr>
<tr>
<td>Inside CATV Network</td>
<td>346,100 ft</td>
<td>300,100 ft</td>
<td>299,100 ft</td>
</tr>
<tr>
<td></td>
<td>(65.5 miles)</td>
<td>(56.8 miles)</td>
<td>(56.6 miles)</td>
</tr>
<tr>
<td>Leased Fiber Network</td>
<td>89,300 ft</td>
<td>89,300 ft</td>
<td>80,100 ft</td>
</tr>
<tr>
<td></td>
<td>(16.9 miles)</td>
<td>(16.9 miles)</td>
<td>(15.2 miles)</td>
</tr>
<tr>
<td>Underground Conduit</td>
<td>91,400 ft</td>
<td>91,400 ft</td>
<td>91,000 ft</td>
</tr>
<tr>
<td></td>
<td>(17.3 miles)</td>
<td>(17.3 miles)</td>
<td>(17.2 miles)</td>
</tr>
<tr>
<td>Fiber Optic Strands</td>
<td>2,250 Strands</td>
<td>2,250 Strands</td>
<td>2,250 Strands</td>
</tr>
</tbody>
</table>
CUSTOMER SUPPORT

IT Help Desk

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk-up</td>
<td>5,884</td>
<td>4,928</td>
<td>7,619</td>
<td>12,314</td>
<td>10,618</td>
<td>9,982</td>
<td>6,810</td>
</tr>
<tr>
<td>Email</td>
<td>6,196</td>
<td>8,337</td>
<td>6,870</td>
<td>5,471</td>
<td>4,481</td>
<td>4,147</td>
<td>6,326</td>
</tr>
<tr>
<td>Chat</td>
<td>864</td>
<td>758</td>
<td>805</td>
<td>776</td>
<td>760</td>
<td>1,500</td>
<td>1,800</td>
</tr>
<tr>
<td>Web Submission</td>
<td>1,271</td>
<td>1,831</td>
<td>1,516</td>
<td>1,775</td>
<td>1,734</td>
<td>1,892</td>
<td>946</td>
</tr>
<tr>
<td>Calls</td>
<td>18,066</td>
<td>23,278</td>
<td>17,345</td>
<td>18,967</td>
<td>21,989</td>
<td>22,461</td>
<td>25,221</td>
</tr>
<tr>
<td>Total</td>
<td>32,281</td>
<td>39,132</td>
<td>34,155</td>
<td>39,303</td>
<td>39,582</td>
<td>39,982</td>
<td>41,103</td>
</tr>
</tbody>
</table>

Desktop Support

Desktop Support offers escalated support and computer management for departments across campus. During the 2017-18 fiscal year, the team resolved 1,232 service tickets and processed 309 new computer orders.

The desktop management service is offered for approximately 1,965 computers, of which 88% are Windows and 12% are Mac. The ratio of desktop to laptop computers is approximately 70% desktop and 30% laptop for PC's, and 45% desktop and 55% laptop for Macs. During the 2017-18 fiscal year, the Desktop Support team upgraded managed PC’s to the latest Windows 10 operating system [Windows 7 is no longer a supported operating system (OS)]. Desktop Support continues to offer and deploy the latest version of Mac OS on an ongoing basis.

CUSTOMER SERVICES

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment Checkout</td>
<td>1,840</td>
<td>4,573</td>
<td>2,250</td>
<td>2,620</td>
<td>2,450</td>
<td>2,112</td>
<td>2,691</td>
</tr>
<tr>
<td>Optical Mark Reader</td>
<td>1,818</td>
<td>1,968</td>
<td>2,051</td>
<td>2,165</td>
<td>2,179</td>
<td>2,290</td>
<td>2,416</td>
</tr>
<tr>
<td>Plotting</td>
<td>583</td>
<td>826</td>
<td>721</td>
<td>578</td>
<td>986</td>
<td>989</td>
<td>1,086</td>
</tr>
<tr>
<td>Total</td>
<td>4,241</td>
<td>7,367</td>
<td>5,022</td>
<td>5,363</td>
<td>5,615</td>
<td>5,391</td>
<td>6,193</td>
</tr>
</tbody>
</table>
PARTNERSHIPS

Cyber Security Group
This special-interest group of technical professionals, communication liaisons and data stewards gather to share strategies and best practices for securing systems and protecting data.

Faculty Senate Technology and Instructional Services Committee
Technology and Instructional Services is a standing committee on NDSU’s Faculty Senate, serving as a liaison between the Faculty Senate and administration in the IT Division.

More information is available at: https://www.ndsu.edu/facultysenate/committees/

Information Technology Communication Liaisons
IT Communication Liaisons members are appointed by their home departments to serve as conduits for information and feedback regarding campus information technology. The group meets monthly to learn about and discuss a variety of technology plans, projects and issues.

More information is available at: https://www.ndsu.edu/vpit/partners/it_communication_liasons/

Information Technology Council
The IT Council serves in a consultative capacity to the vice president for IT regarding IT strategic planning, policy development and service review for the university.

More information is available at: https://www.ndsu.edu/vpit/partners/itc/

Information Technology Technical Professionals
The IT Technical Professionals is a special-interest group that provides the opportunity for technical discussions and exchange of information between distributed technical staff and the IT Division.

More information is available at: https://www.ndsu.edu/vpit/partners/it_technical_professionals/
Instructional Designers

Instructional Designers play a key role in supporting pedagogical use of technology on campus. The group meets periodically with staff in the IT Division to discuss plans, changes and issues related to classroom technology and instructional services.

Learning Spaces Executive Committee

The Learning Spaces Executive Committee provides advice to the Provost concerning the scheduling, use, renovation and creation of learning spaces on campus. Learning spaces include classrooms, laboratories, study areas, computer labs and other rooms where students learn and study. The committee is chaired by the Vice Provost for Academic Affairs, and members include representatives from the Office of the Registrar, Facilities Management, the IT Division, the Office of Teaching and Learning, and the Libraries.

Records Management Advisory Committee

The Records Management Advisory Committee serves as the overarching governance of NDSU’s Records Management program, providing oversight, guidance and direction. More information is available at: https://www.ndsu.edu/recordsmanagement/contacts/task_force_members/

Research Data Working Group

The Research Data Working Group includes representatives from Research and Creative Activity, the NDSU Libraries and the IT Division who provide assistance with grant proposal development in the areas of data management planning and IT needs. More information is available at: https://www.ndsu.edu/research_data/about_us/

Residence Hall Association Campus Services Representatives

Student members of the Residence Hall Association meet monthly with IT Division staff to learn about trends and upcoming changes to campus technologies and to share feedback from their peers in the residence halls regarding student experiences with campus technology services and resources.
Software Contacts
Software Contacts are appointed to serve as liaison between their respective departments and the IT Software Licensing Coordinator regarding software licensing questions, software orders and other software assets and licensing issues.

More information is available at: https://www.ndsu.edu/its/software/software_licensing_program/department_software_contacts/

Staff Senate Information Technology Committee
The Staff Senate Information Technology Committee disseminates information and updates regarding information technology to Staff Senate and carries concerns from Staff Senate to the IT Division.

More information is available at: https://www.ndsu.edu/staff_senate/committees/

Student Government Office of Technology
The Student Government Office of Technology represents the technology needs of NDSU students and works with the IT Division to ensure proper usage of the student technology fee.

More information is available at: https://www.ndsu.edu/sg/tech/

Student Technology Services
Student Technology Services is a long-standing, work-based learning program that provides opportunities for NDSU students to obtain jobs in the IT field. A student manager oversees the student hiring process, maintains records, assists full-time staff with summer orientation and encourages other IT students to be part of this activity. The IT Division relies on student employees to help communicate and provide an overview of IT services to incoming students during campus visits. We value the work students do and appreciate their willingness to share knowledge and expertise as part of our organization's outreach activities.

More information is available at: https://www.ndsu.edu/its/sts/
Technology Fee Advisory Committee

The Technology Fee Advisory Committee formulates recommendations to the Vice President for Information Technology about supporting projects that improve the information technology capabilities on campus by the appropriate use of the student technology fee.

More information is available at: www.ndsu.edu/tfac

Telephone Administrators

Telephone administrators provide direct services to NDSU departments for all telecommunication needs. They are the first point of contact for any new requests, changes and issues related to telecommunication services.

More information is available at: https://www.ndsu.edu/telecommunications/telephone_admin_list/

Unit Records Coordinators

Unit Records Coordinators serve as liaisons between their respective units and NDSU's records management leadership, contributing to NDSU's records management program.

More information is available at: https://www.ndsu.edu/recordsmanagement/contacts/records_coordinators/
ABOUT OUR ORGANIZATION

The Information Technology Division is committed to “Delivering Core Solutions and Propelling Innovation” by sustaining reliable infrastructure systems designed to maintain a robust and dynamic core network foundation. The organization’s culture and strength is also expressed by its passionate desire to serve the needs of the campus community through relationships and partner collaboration. In tandem with our campus partners and colleagues, we engage in discussions of discovery, evaluation and implementation regarding new technology tools or state-of-the-art innovations envisioned to enrich teaching, learning or research outcomes.

Organization and Staff Changes

Organizational Changes

• The Classroom Technologies, Technical Support Services and Instructional Services units were combined as the Learning and Applied Innovation department
• Following Vance Gerchak’s retirement, Telecommunications and Emergency Technologies staff were placed under the supervision of Steve Sobiech, Assistant Vice President for Enterprise Computing and Infrastructure
• Michael Aho was promoted to Help Desk Assistant Manager (from Help Desk Consultant), 12/18/17
• Steve Beckermann was promoted to Learning and Applied Innovations Assistant Manager (from Media Technologies Consultant), 1/1/18
• Chad Coleman was promoted to Desktop Engineer Lead (from Desktop Engineer), 10/2/17
• Cole Jackson was promoted to Desktop Engineer I (from Desktop Support Technician), 10/6/17

New Staff Hires

• Enrique Garcia, Chief Information Security Officer, 8/16/17
• Francisco Hidalgo, Desktop Support Technician, 1/16/18

Staff Resignations/Retirements:

• Vance Gerchak, Technology Coordinator, 8/1/17
• Ben Ketterling, Classroom Technologies Specialist, 6/22/18
• Amber Rasche, IT Communications Coordinator, 1/22/18
• Dale Summers, Senior Database Administrator, 3/29/18
• Terry Wieland, Director of Network Engineering & Operations, 12/1/17
Employee List

Following is a list of employees in each IT Division department as of June 30, 2018
59 employees, 3 Indirect Reports (Business Unit), 43 student employees

Office of the Vice President for Information Technology

Marc Wallman, Vice President for Information Technology
Tran Brunsberg, Office Coordinator
Curt Doetkott, Consulting Statistician
Enrique Garcia, Chief Information Security Officer
Jeff Gimbel, Senior Security Analyst
Diane Harrison, NDSU Card Center Associate
Wendy McCrory, Program Manager, NDSU Card Center and Software Services
Kim Owen, Program Manager, Research and Education Network Resources
CeCe Rohwedder, Assistant to the Vice President for Information Technology

Business Operations, Policy and Strategic Services (all indirect reports)

Sharon Brinker, Senior Account Technician
Kim Lammers, Business Manager
Rhonda Nilles, Information Technology Budget and Cost Accounting Manager

Enterprise Computing and Infrastructure

Steve Sobiech, Assistant Vice President for Enterprise Computing and Infrastructure
Jon Bronken, Assistant Manager and System Administrator
Eric Christeson, Database Applications Developer
Diane Clark, Network Infrastructure Technician (part-time)
Bruce Curtis, Senior Network Engineer
David Dahl, Senior Network Infrastructure Engineer
Jason Eide, Manager, Enterprise Systems
Chad Foster, Network Infrastructure Technician
Richard Frovarp, Senior Software Engineer
Brian Kennedy, System Administrator
Cindy Kozojed, Telecommunications Analyst
Linda Krogen-Brandt, Telecommunications Analyst
Susan McDaniel, Telecommunications Analyst
Brian Miller, Telecommunications Analyst
Tim Mooney, Senior System Administrator
Val Nordsletten, Network Engineer
Jill Peterson, Database Applications Developer
Jayme Pfeifer, Telecommunications Analyst
Matt Reimer, Network Infrastructure Technician
Nathan Robideau, Telecommunications Analyst
Jim Ross, Team Lead, Enterprise Applications Development
Verlyn Sandhurst, System Administrator
Kelly Summers, Network Infrastructure Technician
Suhan Vethanayagam, System Administrator
Bob Viou, Senior Network Engineer
Carla Wells, Network Infrastructure Technician
Greg Wettstein, Information Technology Principal Engineer
Gary Whaley, System Administrator
Information Technology Services

Jason Blosser, Assistant Vice President for Information Technology Services
Michael Aho, Help Desk Assistant Manager
Vince Anderson, Desktop Support Specialist
Lincoln Bathie, Desktop Support Manager
Steve Beckermann, Learning and Applied Innovation Assistant Manager
Neil Brock, Help Desk Consultant
Chad Coleman, Desktop Engineer Lead
Tammy Cummings, Instructional Services Consultant
Daniel Erichsen, Interactive Media Specialist
Nathan Gonser, Help Desk Manager
Francisco Hidalgo, Desktop Support Technician
Cole Jackson, Desktop Engineer I
Daniel Koiner, Help Desk Consultant
Micah McGowen, Classroom Technology Manager
Trevor McNeil, Classroom Technologies Specialist
Lorna Olsen, Instructional Services Consultant
Jim Sellner, Desktop Support Specialist
Jim Senechal, Computer Systems Specialist
Melissa Stotz, Learning and Applied Innovation Manager
Josh Teegarden, Senior Help Desk Consultant, NDSU Downtown Campus
Michael Wolf, Desktop Engineer

Student Employees and Major

Kelvin Abambora, Electrical Engineering
Riley Abrahamson, Computer Science
Bat-Od Bat-Otgon, Software Engineering
Lucas Bobier, Industrial Engineering and Management
Ajay Brown, Computer Science
Jalyn Carrico, Business Administration
Jacob Carter, Mechanical Engineering
Gurmeet Chaudhary, Software Engineering
Navneet Deosi, Software Engineering
Dylan Ditlevson, Computer Engineering
Evan Eggers, Computer Science
Elenore Franklund, New Media and Web Design
Jack Frazzini, Computer Science
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