

Oklahoma City University

Campus Technology Newsletter

What have we done for you lately?

Quick Facts

- **92:** Number of new computers deployed this school year.
- **2654:** Number of successfully completed Staff/Faculty Help requests
- **1523:** Number of successfully completed student support requests.

Greetings and welcome to another edition of the Campus Technology Newsletter. It's been a while since our last edition and we've been busy! The following information provides just a "teaser" regarding some of the projects we've been working on to serve you better, faster and more efficiently. Throughout the remainder of this publication you will find more in depth articles that provide specifics on our programs, projects and people. Here are some of the highlights:

Business Intelligence & Reporting (BIR): A new department has been established to serve the University's vast analysis and reporting needs.

iTunes U: OCU's iTunes U site has officially launched and several faculty members and depart-

ments are making use of this new resource!

G.E.E.K.S.: Initially focusing on student needs, this training format was broadened to include interested faculty & staff.

eCollege: The number of courses in our online course component has multiplied quickly.

Banner: Whether you love it or simply tolerate it, it's here to stay. Two new modules have been brought up as we continue our integration process.

Emergency Notification System: CTS is proud to have played a part in making this idea a reality and increasing the safety of all those on campus.

New Technology: We've expanded some behind-the-scenes

programs as well as visible equipment and continue to work on projects that will bring new and improved things—you'll have to read the newsletter for more info on the new **Podcasting Room, Systems Management Server (SMS), new "easy-to-use" podiums, Aruba, and StarNet.**

Computer Services, Network Services, Telecommunications, Administrative Information Systems, Media Services, Business Intelligence & Reporting and the Student Technology Support Center are all integral departments under the umbrella of Campus Technology Services and are here to make your technological lives easier. Thanks for the opportunity to serve you.

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Get to know B.I.R.!



The Business Intelligence and Reporting department (BIR), a newly created department under Campus Technology Services, officially started operating in early March. This department was

formed to better serve the University by combining the data analyst positions across numerous departments into one. The purpose of BIR is to analyze administrative processes and work flows in order to create reports or alternative computer processes to meet end users' needs.

The BIR department is managed by Shaun Coates (right) (formerly in the Registrar's Office) and the first Analyst in the new department is Steve Aton (left). Steve comes to OCU from Oklahoma Technology Institute. Both

have been diligently working to prepare and move into their new location.

BIR will be located in the garden level of the Administration building Room 149—where Campus Security once resided.

Interviews are currently underway to hire one more Analyst to fill Raj Konda's vacant position.

- Contributed by Shaun Coates

Summer Project Summary

"Far and away the best prize that life offers is the chance to work hard at work worth doing."

- Theodore Roosevelt

E-mail Server Upgrade: Anticipate upgrading from Exchange 2003 to Exchange 2007. With the switch there will be some visible changes in the web interface allowing for more control of your mailbox via the web.

Banner: The new TouchNet system for Banner will be integrated which will aid in eBills and online payments. Additionally, the new ID system will be completed that will enhance mailings, meal plans, using Star Bucks, etc.

Aruba Wireless Networks: Beginning the week following graduation

throughout the summer, new access points will be installed campus-wide.

StarNet: Anticipate the "release" of the new intranet over the summer.

Voicemail Upgrade: Upgrade to the latest release over the summer months.

Podcasting Studio: Housed in the Meinders School of Business Assessment Center (Room 105). The studio will open in June.

Training Schedule: Check out the summer schedule on the last page

of the newsletter to see what opportunities you can take advantage of this summer!

Classroom Computer Maintenance: As we do each year, classroom computers and projectors will be assessed and cleaned.

Computer Replacement Strategy: We hope to finalize a plan that can be implemented during the fall 2008 semester. Departments with computers scheduled for replacement in the 2008-09 academic year will be contacted.

iTunes U launched at OCU

What is iTunes U?

Faculty: Reach your students where they live! Today's students go online for more than music, photos, and movies. The web is the first place they go to share ideas, express viewpoints, and join communities. Now you can tap into that digital lifestyle to keep students every bit as engaged with your courses.

iTunes U lets you easily expand your curriculum, delivering audio and video you curate or create yourself. And posting content to your page couldn't be easier.

Staff: iTunes U can be used as a recruiting tool, for posting virtual tours and providing information about the campus that students can easily find.

Students: iTunes U lets you find, download, and organize audio and video your professors have posted — the same way you do music, movies, and podcasts. Like everything in iTunes, course content can be played on your Mac or PC, or you can sync up your iPod and learn whenever, wherever you want.

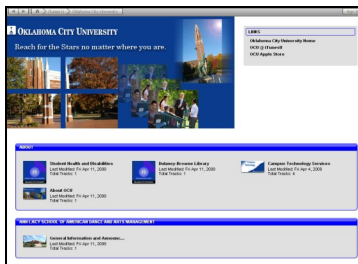
Students in Dr. Skinner-Noble's class are taking full advantage of it; he

has posted 51 tracks from both his general zoology class and Human A and P.

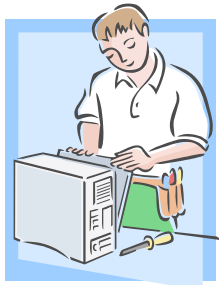
iTunes U Stats

- 361 Podcasts browsed
- 156 Tracks Downloaded
- 8 Sites Up
- 74 Total Tracks Posted

- Contributed by Ernesto Chavez



A snapshot of OCU's iTunes U site



During the 2007-08 academic year, the Student Technology Support Center handled 1080 calls—an increase of 72% over the previous year!

G.E.E.K.S. (Gaining Effective Electronic Knowledge & Support)

The acronym G.E.E.K.S. was developed through student surveys and suggestions. These training sessions address diverse topics ranging from using OCU's network resources, controlling SPAM email, to getting the most out of your iPod and they have increased in popularity this year.

Our Student Professional, **Ashish Chaurasia**, finishes his internship this semester and we want to thank him for the excellent work he has done this year. Ashish has

done a great job mentoring the other technicians and overseeing all the aspects of the Student Technology Support Center, specifically the GEEKS sessions. Congratulations Ashish!

Have you missed out on the GEEKS sessions or don't know what they are? These sessions provide information on various topics each week throughout the semester. The sessions are designed to be short and informative and cover a specific topic. We

encourage students, staff and faculty to attend these free training sessions.

During the Fall & Spring semesters a complete list of scheduled topics and dates can be accessed at www.okcu.edu/technology/geeks.

GEEKS will resume in the fall. Until then if you have feedback or suggestions for future topics, please email GEEKS@okcu.edu.

- Contributed by Robert Kennington

Changes in eCollege

eCollege has Moved! Well, actually eCollege is still at the same website but Jennifer Raasch's office has moved! She is now on the first floor of Meinders School of Business in Rm. 105 (The Assessment Lab).

There are some exciting changes for faculty with this move! The Assessment Lab has 12 PC computers that are primarily used for student testing, recording presentations, focus groups and interviews.

During Jennifer's regular office hours (9am-5pm), faculty will be

able to utilize this quiet lab for technology work or one-on-one help with eCollege when student activities are not in session.

A special extra big "Thank You" to Dean Orza and Senior Associate Dean Shandiz for providing Jennifer (and eCollege) a new home office and expanding the use of the Assessment Lab!

Changes for Summer: eCollege will be utilizing the new StarAccess number for the User ID instead of your OCU email address. This new User ID login will take effect for the

summer terms for both faculty and students. The new StarAccess number should be emailed or mailed to you. Contact the Registrar staff if you didn't receive any information on your StarAccess number. If you have any additional questions on the conversion to the StarAccess number, please contact Jennifer Raasch (jraasch@okcu.edu). This is one more step toward a single login for our campus wide systems!



Jennifer Raasch

- Contributed by Jennifer Raasch

eCollege Training Available



Summer Training—Sign Up!

Please, RSVP for all eCollege training sessions to jraasch@okcu.edu or call 208-5584.

THIS WEEK

Introduction to eCollege: Learn to build course content into an eCollege course site and how to operate some of the tools. eCollege can facilitate full online classes or just post classroom materials like notes or PowerPoint slides for students to view.

When: Thursday, May 15
Select AM or PM session:
9-11:30am or 1-3:30pm

Advanced eCollege Functions: Learn more about the available tools in eCollege like adding tables and graphics, exams and Gradebook, and facilitating online discussions.

When: Friday, May 16
Select AM or PM session:
9-11am or 1-3pm

Faculty Work Session: Get your course site prepared for Summer sessions! Come work on your course site and Jennifer will be available to answer questions and assist with technical issues.

When: Saturday, May 17 (9am-

4pm)

eCollege Stats

- 62 Full Online Courses
- 915 Full Online students
- 18 Workshops Offered
- 124 Faculty Trained on eCollege
- 310 eCompanion* sites
- 6,409 total students using eCompanion

*eCompanion is a web assistant site to classroom courses. Students can access lectures, notes, presentations, and other materials posted by the instructor. If you are interested in an eCompanion site contact Jennifer Raasch.

- Contributed by Jennifer Raasch



Sign up for eCollege training courses and prepare for Summer Courses!

Recent Phishing E-mail



What is Phishing?

Phishing (fish'ing) (n.) The act of sending an e-mail to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft. The e-mail directs the user to visit a website where they are asked to update personal information, such as passwords, credit card, social security and banking numbers that the legiti-

mate organization already has. (Source: webopedia.com)

With a few recent incidents of phishing e-mails on our campus, this is a good time to remind all users to change passwords several times a year and that no one at OCU should ask for any password information via e-mail. It's OK to be suspicious and use caution when replying to e-mail or following links in e-mail.

The anti-spam server OCU has in place will catch most of these nasty e-mails but there isn't a solution that will correctly catch all spam while allowing valid e-mail to pass to the user.

Did You Know?

OCU averages over 100,000 emails **per day** of which 65-70% is filtered as spam!

- Contributed by Thomas Shaak



Beware of Phishing E-mail



One of the new Aruba wireless access points

Aruba Networks

When selecting a wireless vendor several years ago, the current wireless system provided several benefits over alternative solutions; however technology as well as our needs have changed and we have outgrown the current solution. Over the summer an Aruba Networks wireless solution will replace our current system. The Aruba system will provide administration, network logon and security from a single device, rather than over several devices, as is the case with our current system. By providing a central management point, OCU Students and Employees will benefit by having a single logon over the entire campus.

The Tom & Brenda McDaniel University Center is the first building to use the Aruba Networks system and began on April 28, 2008. The

remainder of the campus wireless network equipment will be replaced throughout the summer following semester finals. Specific building schedules will be communicated as the timeline approaches. The existing wireless system will coexist until the upgrade process is completed.

Aruba's wireless network architecture enhances traditional network architecture by taking a user-centric approach to enterprise mobility. By connecting and securing individual users, as opposed to ports or devices, Aruba's solutions provide more secure wireless networking, improved application performance in mobile environments, greater ease of integration and deployment and cost-effective scalability. Aruba provides an education-ready mobility network that overlays fixed networks to give us fu-

ture scalability – the ability to securely and cost-efficiently add users, locations and bandwidth and a more flexible network that enables you to readily add new services and capabilities.

The Aruba Networks key benefits are:

- Centralized management of the campus-wide wireless network
- Fewer network logon as a client moves across campus
- Mobile device location tracking
- Assessment tools for optimizing performance
- Rogue device detection and remediation
- Support for future technologies [meshed wireless networks](#), [mobile VOIP](#) and [RFID tagging](#)

- Contributed by Dennis Rigdon

CTS “Lunch-n-Learn”



Mark your calendar for **Tuesday, June 3 from 12:00-1:00 p.m.** Campus Technology Services will be hosting a campus-wide Lunch-n-Learn session in the **Kramer School of Nursing Room 145.**

This session will provide status up-

dates to and more information on some of the projects CTS is working on as well as discussion related to many of the items included in this newsletter. There will also be time for some general Q&A about any technology-related topics the

campus community is interested in knowing more about.

Watch your email for the official announcement and details on how you can attend.

- Contributed by Jessica Tyner

StarNet Update

In the last edition of the newsletter we introduced the newest version of Starport—StarNet. StarNet will be based on the new Microsoft Office SharePoint Services 2007 platform and will provide all the functionality that Starport currently has plus many new features.

Here's a list of features you have to look forward to:

- **Blogs:** StarNet allows users to post a web log (blog) about the activities of your school, department or office. It can be accessible to everyone or restricted to certain people.
- **Wikis:** This feature allows users to collaborate with others within schools, de-

partments or across campus to create up-to-date, dynamic linked web pages.

- **Surveys:** Users can create a wide variety of surveys including multiple choice, fill in the blank, and rating scales. This feature allows for branching surveys that skip to specific questions based on the user's response.
- **Discussions:** Use newsgroup-style discussions to post questions and gather responses from your team.
- **Document Storage & Sharing:** Private and public document libraries, picture libraries and PowerPoint slide libraries.
- **MySite:** Personal web sites that users can

customize with a wide variety of web parts. Users will also be able to make any part public or private, use document libraries, task management, calendars, blogs, wikis, and Outlook integration.

- **Workflow:** Users will be able to set up custom work flows for document approval processes, collaboration with other users, document routing and many other possibilities.
- **Workspaces:** Users will be able to create workspace for document collaboration and discussions.

Expect to see the new StarNet intranet site online this summer.

- Contributed by Russell Pack

Check Out the New Podiums on Campus

If you use rooms across campus, you may have the opportunity to use one of the newly installed, high tech but easy to use podiums.

The new podiums simplify the use of technology in the classroom while adding new features. The Extron controllers allow the instructor to manage everything from the podium. Instructors don't have to push a button on the projector and flip switches, everything is centralized in one panel that is located on the podium including the DVD & VCR players.

The new Elmo Visual Presenter allows instructors to display papers, books, pictures, samples— virtually anything they want to show up on the screen with a zoom so clear you can read the details in a dollar bill.

The monitors use Interwrite technology that allows instructors to make notes on anything that is being displayed on the computer.

The new podiums also include a dedicated cable for laptop users that allow them to connect a laptop

and display it on the projector. No more hunting for cables and standing on your head to plug in a laptop!

Currently the new podiums are being used in WC 151 and 143 and will soon be available in several rooms in the Kramer School of Nursing.

If you'd like training on how to operate the new podiums, please contact Daniel Haun 208-5159 or Ernesto Chavez 208-5881.

- Contributed by Ernesto Chavez



New Podium in WC 151

The Podcasting STUDIO

We are pleased to announce the addition of a **podcasting studio** on campus!

Over the next few weeks CTS will be setting up the necessary equipment in the Meinders School of Business, Room 105. Some of the features and capabilities of this area include:

- Record and edit audio for distribution on CD, as a podcast, and/or downloadable files.
- Record and edit video for distribution on DVD, VCD, VHS tape, Flash for websites, podcast and/

or downloadable files.

- Capture lectures, PowerPoint presentations, desktops, application windows and mouse clicks.

This studio allows faculty, staff and administration the ability to record in a quiet environment with the appropriate equipment at your disposal.

The studio will be equipped with:

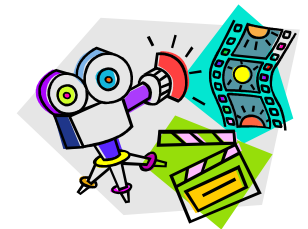
- 24" iMac w/iLife, iWork and Creative Suite 3 software
- Dell PC w/Creative Suite 3 software
- DVD burner

- VHS recorder
- Digital projector
- Remote controlled camera
- Built in "room" microphone to capture "live" lectures

We anticipate the studio to be open in early summer. Use of the studio will be by appointment only so that assistance can be provided in using the equipment and software.

Special thanks to MSB for housing the studio and to the Clyde-Evans Trust for the purchase of the additional equipment.

- Contributed by Russell Pack



Look for the Podcasting Studio's opening in early summer

Media Services & Classroom Technologies Update

Daniel Haun, Coordinator of Media Services & Classroom Technologies has moved to a new location. He is now housed in the Administration Building on the 4th floor, room 425. His phone number remains unchanged 208-5159.

Daniel coordinates AV services for events on campus and maintains the Classroom Technologies for all of the classroom computers on campus.

In addition to working events and maintaining classrooms on campus, **Media Services** offers assistance in some other areas such as transferring VHS video to DVD format, and loaning equipment such as digital cameras,

camcorders, sound systems, microphones, projectors, TV's, etc. to faculty, staff and students for various functions.

During the last academic year the department has handled 122 events; **48 of those events took place in April alone.** These events are during the day as well as in the evenings and on weekends. This is a huge undertaking for the department and they are dependent upon several hard-working students in order to accomplish the workload throughout the semester.

Media Services & Classroom Tech-

nologies would like to thank those dedicated students: **Jed Dasari, Kabilian "Sam" Sambandam, Ashok Shrestha and Brent Cockerham.** We couldn't do it without you!

To access the Event Form or for information on event policies, support provided or equipment available check out the following link: www.okcu.edu/technology/mediaservices.

- Contributed by Daniel Haun



Media Services has changed locations



New emergency phone installed as part of the Emergency System

Emergency Event Notification System

Beginning with the Spring 2008 semester OCU has implemented the Emergency Event Notification system. This systems allows e-mail and text messages to be sent to the campus in the event of an emergency. The system was funded by a grant-in-kind by Mutare Software Inc. OCU was one of only ten universities in the country to receive this grant from Mutare.

One of the main reasons OCU received the \$19,000 grant was that the university had expressed inter-

est in the system before the tragedy at Virginia Tech. The system was tested live on April 18th. OCU continues to work on the system following the test. The system will be fully functional before the start of the Fall 2008 semester with students being automatically signed up for e-mail alerts once they are enrolled. Students will only have to go in and update their information if they wish to receive text messages.

For additional information on the system please visit <http://telcom.okcu.edu/een> or contact Student Life at 208-7900. Look for additional information throughout the summer and the start of the Fall semester.

- Contributed by Todd Rust

"Everything is connected...no one thing can change by itself."

- Paul Hawken

Behind the Scenes Help...



Campus Technology Services has recently implemented a new system called Microsoft Systems Management Server (SMS). This system has several important features:

- Allows CTS to automatically install software and software updates.
- Can automatically repair software that was installed by SMS.

- Can block & remove virus files from all Windows computers across campus.

- Keeps better track of hardware and software assets across campus.

SMS will also provide Campus Technology with a way to dynamically review computer hardware and software settings. This will aid us in being able to solve computer issues better because it allows CTS to have the most current informa-

tion about your specific computer system at our fingertips vs. having to make an in-person visit to your workstation.

CTS is excited about this change because it will aid us in achieving our goal of reducing our turnaround time for completing your help requests.

Fast Fact

The current call turnaround time for faculty/staff is **2 minutes 24 seconds!**

- Contributed by Joey Arato



Just another day in Telecommunications!

Telecommunications Update

This year Telecommunications has updated the software that controls the telephone system. Also planned for this summer is the upgrade of the Modular Messaging system (voice mail) to release 3.1. This update will include fixes to the current software. The update also allows for better integration with the Mac Leopard and Windows Vista operating systems.

Check the training schedule for upcoming training opportunities over the summer. Courses will

cover voice mail and basic operations of the telephone system.

Voice mail users may now check their voice mail via the web. To check your voice mail messages, go to <http://webmm.okcu.edu> Select the **Web Access to Voice Mail** link and follow the log on instructions. This web site is accessible from both on and off campus.

Telecommunications is also preparing the phone system for the integration with the Oklahoma City

E-911 system. This integration will allow OCU to send the building location of where a 911 call originated from. This will allow EMSA and the Fire Department to know exactly where the emergency occurred. OCUPD is already receiving this information.

For additional information on Telecommunications, go to <http://telcom.okcu.edu>.

- Contributed by Todd Rust

Best Wishes Rachel!

You've probably never met Rachel Williams in person but it's likely that over the last few years you've talked to her and recognize her sweet, calm voice as she greets callers in the Help Desk. Campus Technology is delighted to announce that Rachel will graduate this May with her Masters degree but regrets to announce that Rachel

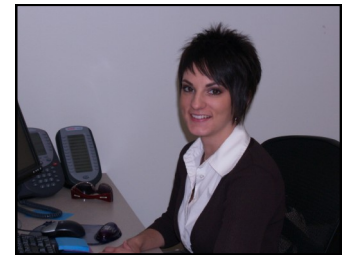
will be leaving to start her career in education.

Rachel has been working for the Computer Services department of Campus Technology for the last 4 ½ years as a student worker. She has been a critical member of our team since the first day she started and will be greatly missed. Her skills and attitude have had a positive influ-

ence on the CTS department, staff, faculty and her fellow student workers.

Rachel graduates this semester with a Masters degree in TESOL and hopes to find a job teaching Spanish. We wish Rachel all the success and happiness she deserves.

- Contributed by Russell Pack



Rachel Williams

Did you know...?

You can log your own call ticket for help? Similar to how Facilities is utilizing "School Dude", Campus Technology has Help Desk software.

To log a problem go to <http://help.okcu.edu>, log in with your email address and password. Then use the drop down lists to identify your specific issue.

When a call ticket is entered our technicians can immediately see and prioritize calls. Based on the

problem type, the system assigns the appropriate technician to the problem and starts tracking the entire resolution process.

It saves users the time of trying to figure out who can help with a specific issue and users don't have to leave a voice mail and wait for a return call to explain the problem.

This process also makes our technicians more efficient because they can identify the problems better and arrive equipped to fix

them. The system assigns the correct person to fix the issue, and CTS can run reports to assess and improve upon our response time to your needs.

Tracking this information is also useful in determining topics for on-campus training.

Call tickets can be logged for issues involving software, hardware, phones, e-mail, networking, and rearranging personnel.

- Contributed by Jessica Tyner



Visit <http://help.okcu.edu> to enter your help desk calls

Banner Continues Integration



Banner: Some grumble at the mere mention of the program while others

remember the frustrating days of FRS and are thankful for the new system! Either way our campus is progressing with the integration of the Banner system.

Administrative Information Systems has a team of dedicated programmers who continue to work

all hours of the day and night in order to carry on the integration of Banner across departments.

The Financial Aid module went live in January, the Student Record/Registration module came up in March and the Accounts Receivable portion which includes direct deposit for student refunds, went live earlier this month.

But there's still more! On schedule for the summer months is a new TouchNet system and an ID system and interface.

The TouchNet system will allow us to provide e-Bills and online pay-

ment options for students.

The ID system, called StarAccess, will eliminate the use of social security numbers for logins and in general, bring our campus one step closer to a system that requires a single login for access to the campus-wide system.

Thanks to the Administrative Information Systems Team: **Ben Chang, James Chen, Simon Chio, and Naim Mumallah** for their dedication to this project.

- Contributed by Ben Chang

"Science is organized knowledge. Wisdom is organized life."

- Immanuel Kant



Our Mission

The mission of Campus Technology Services is to provide and support information technology resources for the university in pursuit of its goal of continued growth in academic excellence. Campus Technology Services strives to provide leadership and be a model for excellent service across campus, and in doing so, develop collaborative relationships to enhance both the teaching and learning and ancillary support environments at Oklahoma City University.

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Check us out on the Web:
www.okcu.edu/technology

Summer Training Schedule

We have a number of courses scheduled for the summer. We hope that the summer months are somewhat easier for faculty and staff to participate in training opportunities offered. **Watch for e-mails with course descriptions and registration information.** For all day sessions, lunch will be on your own from 12-1PM.

Monday, May 19—**Office 2008 for Macs** 9AM-12PM OR 1-4PM Bass BL01/02

Tuesday, May 20—**Web 2.0** 9AM-4PM Bass BL01/02

Thursday, May 29—**Voicemail for Windows** 1:30-2:30 PM WC Language Lab

Tuesday, June 3—**CTS Lunch-n-Learn** 12PM -1PM KSON 145

Wednesday, June 4—**Leopard OS** 9:30-11AM Bass BL01/02

Thursday, June 5—**Phone Functions** 1:30-2:30PM WC151

Thursday & Friday, June 12-13—**How to Build & Publish a Podcast** 2-One Day sessions: 9AM-4PM Bass BL01/02

Tuesday, June 24—**Turn an Existing PowerPoint/Keynote Presentation into a Podcast** 9AM-12PM OR 1-4PM Bass BL01/02

Wednesday, June 25—**Podcast Workday** 9AM-Noon & 1-4PM Come-n-go Bass BL01/02

Thursday, June 26—**Outlook Overview** 9:30 -11:30 OR 1:30-3:30 Meinders Lab 201

Tuesday/Wednesday, July 8-9—**Video for Learning** 2-One Day sessions: 9AM-4PM Bass BL01/02

Friday, July 11—**Entourage 2008** 9:00-10:30 OR 1:30-3:00 Bass BL01/02

Friday, July 18—**Outlook Contacts, Calendar & Tasks** 9:30-11:30 OR 1:30-3:30 Meinders Lab 201

Thursday, July 24—**Publisher Workshop** 9:00-10:30 OR 1:30-3:00 Meinders Lab 201

StarNet Training

Department/College StarNet Administrators will be identified and contacted for these training sessions.

Beginner Training—Monday, June 23 at 10AM, 1PM & 3PM Meinders Lab 201

Intermediate Training—Wednesday, June 25 at 10AM, 1PM & 3PM Meinders Lab 201

Advanced Training—Friday, June 27 at 10AM, 1PM & 3PM Meinders Lab 201

Make-Up Session—Tuesday, July 1 10AM-4:30PM Meinders Lab 201



Learn something new this summer!