



# The LEADING Edge

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Photo: Help Desk staff training at Hale Library.

**SPOTLIGHT**   
on Student Services  
**CONNECTION**  
 to Campus

## IT Help Desk

214 Hale Library | 785-532-7722 | [helpdesk@k-state.edu](mailto:helpdesk@k-state.edu) | [www.k-state.edu/its/helpdesk](http://www.k-state.edu/its/helpdesk)

Kansas State University's IT Help Desk, located on campus in the Hale Library, serves as your first point of contact for computing needs.

The team of trained Help Desk staff can help figure out how to solve the technology-related issues you may encounter while preparing for or taking distance education classes through K-State. They can help with a variety of IT issues, from eID and password trouble to your e-mail account to downloading antivirus software.

The Help Desk provides many distance-accessible ways for you to obtain IT help. The website includes answers to frequently asked questions, contact information, and a live chat feature. They also include a current listing of their walk-

in and phone hours so you know when they'll be available to help you.

You can keep up with IT news at K-State by following the Information Technology Assistance Center Twitter and by reading *InfoTech Tuesday*, a weekly electronic newsletter with articles about K-State's technology development, trainings, and safety/security.

You can even check the status of upcoming technology service interruptions to make sure you plan ahead in using the technology to complete your coursework and correspondence.

For more information about the IT Help Desk, visit the website at [www.k-state.edu/its/helpdesk](http://www.k-state.edu/its/helpdesk).



Learn More About Hale Library

a newsletter for **k-state**distance students



**JASON ACKERMANN**  
Senior, Social Science

## Distance Student Profile

### 1st Lieutenant in U.S. Army Wins DCE's 2010 Extraordinary Student Award

Congratulations to K-State senior Jason Ackermann, who was selected as DCE's Extraordinary Student for 2010. Jason is a First Lieutenant in the United States Army, where he has served for seven years. Now on his third deployment to Iraq, he completes K-State coursework each day after his patrol ends using spe-

cial Internet access available in the tent where he is stationed.

After some time off from his studies due to his extensive service abroad, Jason made the decision to continue his coursework, and his instructors say he has demonstrated outstanding dedication and contributions in his studies.

Jason plans to keep pursuing his bachelor's degree in social science through K-State distance education.

K-State thanks Jason for his service to our country and congratulates him on achieving this honor.

## Honors and Awards

### Annual DCE Reception Highlights Achievements, Pinnacle Honor Society Inductees



K-State's Division of Continuing Education held its Honors and Awards Reception May 5 in the Beach Museum of Art on campus, where more than 65 non-traditional students were inducted into K-State's chapter of the Pinnacle Honor Society. Thirteen inductees were able to attend the on-campus reception.

Inductees received certificates of membership presented by Suzanne Lueker, Director of Non-Traditional and Veteran Student Services, and April Mason, K-State Provost and Senior Vice President, who shared her experiences of having a mother who was a non-traditional student.

The reception also recognized outstanding faculty, staff, and students who help make K-State distance education a success. Read more about this year's Pinnacle induction at [www.dce.k-state.edu/about/news/2010/may-24](http://www.dce.k-state.edu/about/news/2010/may-24).

## Online Feature

### "Suzy's Strategies" videos help students achieve academic success



It can sometimes be difficult for distance students, especially those who are just starting out, to find the tips and tools they need to help them succeed in college.

University Life Café, a website created to engage college students to promote emotional wellness that can lead to academic success, has

developed an entertaining way to learn what it takes to do well at K-State.

"Suzy's Strategies," a series of informational webisodes on the University Life Café website, presents ten topics for success in college. Around a minute long, each touches on a specific subject, including class participation, time management, organization, note taking, exam preparation, campus resources, and how to take healthy study breaks.

All of the "Suzy's Strategies" webisodes can be found online at [www.universitylifecafe.org](http://www.universitylifecafe.org).

## MARK YOUR CALENDAR

- ▶ Labor Day: September 6 (no classes held)
- ▶ K-State Family Day: September 25
- ▶ K-State Homecoming: October 30
- ▶ Fall Break: November 22–26

## HELPFUL LINKS

- ▶ Check out the newly launched Wildcat Success Road Map, a student service website for K-State distance students:  
[www.dce.k-state.edu/students](http://www.dce.k-state.edu/students)
- ▶ Visit the Course Information Packet website for course information:  
[www.dce.k-state.edu/students/packets](http://www.dce.k-state.edu/students/packets)
- ▶ Graduating this fall? Find your application deadlines and instructions:  
Undergraduate—[www.k-state.edu/isishelp/student/applyForGrad.html](http://www.k-state.edu/isishelp/student/applyForGrad.html)  
Graduate—[www.k-state.edu/grad/gscurrent/guideforms/comminfo.htm](http://www.k-state.edu/grad/gscurrent/guideforms/comminfo.htm)
- ▶ Be sure to securely change your password before the September 8 deadline:  
<https://blogs.k-state.edu/IT-Tuesday/#article-12920>

## DID YOU KNOW...

Severe microburst winds caused damage to portions of campus and the City of Manhattan in a storm on August 13. University workers were out immediately after the storm to begin campus repairs. View the article and photos at [www.k-state.edu/media/newsreleases/aug10/storm81310.html](http://www.k-state.edu/media/newsreleases/aug10/storm81310.html).