



TIFFIN TECHNOLOGY FEE INFORMATION

→ WHAT IS THE TIFFIN UNIVERSITY TECHNOLOGY FEE?

Tiffin University (TU) believes in offering the highest quality technological services to all of our students, regardless of their modality, location or matriculation status. We have teamed with a fully licensed vendor, Ellucian, to provide, maintain, enhance and grow our information technology services. This technological endeavor is continuously evolving, making the TU Technology Fee vital for the student experience. The Technology Fee of \$200 per semester in the fall and spring and \$100 for the summer session, supports critical services, student support and overall safety and security of our university.

WHAT SERVICES AND PROGRAMS DOES IT COVER?

The world of information technology (IT) is constantly changing. While TU has always been at the forefront of online and extended education, the demands on the infrastructure continue to push the limits of our technology and create a need for upgrades, new servers and hardware and innovative software programs. Now more than ever, the importance of quality customer service for our student body must remain robust and on point. Thousands of students depend on the University's network working well, whether on campus, at a remote location or working from home. Technology dollars are spent in four major areas.

- **The university network** is the backbone of our technology platform with the commitment of spending monies on network upgrades, access points, rewiring projects, additional fiber and improved connections. This includes all buildings on campus, residential areas and athletic/performing arts complexes. We communicate through email and social media now, so it is crucial that TU is at the forefront of thinking with the TU App and various other platforms.
- **Virtual Classrooms** remain an important route for our professors and students, and we need to ensure that cameras, microphones and network components are state-of-the-art. Classroom lab software, Moodle (TU's learning platform for online classes), online student academic support services, electronic security solutions to support student and institutional data, and speed of connection help to complement the in-person learning environment.

• **TU's Help Desk** must be first-rate, as we all depend on technology in our daily lives. Sometimes a computer will need repaired, software will need replaced and a trained professional is needed. Our IT team is committed to handling work orders in a timely fashion and providing support on a personal level. Nothing is more frustrating when technology does not work. If our team can be proactive in our upgrades and help you with your important concern, then our students can focus on their studies.

• **Computer Hardware/Software** - The University has a refresh program to ensure that all technologies are kept up to date whether it is a laptop, desktop or printer. TU is able to provide discounts on technology purchases through Dell and Apple, as well as free access to Microsoft Office 365. The reliability of our network is of utmost importance to the University. To ensure this, the IT team monitors the health of all access points, firewalls, switches, end points and software being used by the University.

WHO IS COVERED?

Because technology services are crucial to the learning experience during college, every Tiffin University enrolled student is covered under this fee. Regardless if the student is full-time, part time, on campus or online, all students are granted the same access as part of the TU family.

WHY IS THIS A SEPARATE FEE?

The Technology Fee is separate so that we can properly appropriate dollars, spend wisely and then hold all parties accountable. Professional IT services require tremendous resources and we believe that with our Ellucian partnership, we can provide our students, staff and faculty with the finest service.

