

## How Retirees Can Get IT Help at CSU

Patrick J. Burns, VP for IT:



I was asked to provide my thoughts on how retirees may obtain IT help at CSU. I'll start by referencing our highly decentralized IT environment. Those of us who were around in the 1990's may remember the "Campus Computing Initiative," where Jud Harper, then VP for Research and IT, provided over \$1 million of base budget to the colleges,

who for several years had been asking CSU central for funds to deal with their expanding IT needs. Along with that base budget transfer, Jud told the colleges that henceforth they were responsible for funding their own IT needs and supporting their own users. At that time, the colleges provided most of the services their faculty needed. Since then, ACNS has assumed responsibility for select central services and the network, including WiFi in all buildings. Today, ACNS supports all common, central IT services, and the colleges support their own unique services and their users including their devices (desktops, laptops, tablets and mobile devices).

### Services ACNS supports include:

- Central identities, eID and ePassword
- Central email, telephone and voicemail
- Calendaring
- The Canvas Learning Management System
- Google Apps for Education
- Technology in General Assignment Classrooms

- The campus wired and wireless (WiFi) networks
- External access to the CSU network, including the SSL gateway and Pulse Secure (also known as VPN access)

The ACNS central IT help desk is located in Morgan Library and encompasses technical help (consulting), computer diagnostics, and the computer repair center – a cost recovery operation. (<http://lib.colostate.edu/services/computers/technical-support>). Walk-in services, email support ([help@colostate.edu](mailto:help@colostate.edu)), and telephone support (970.491.7276) are provided to all CSU constituents (those who have an eID) on a first-come, first-served basis. All services, except those provided by the computer repair center (typically for hardware repair, virus clean-up, etc.), are provided free of charge.

The RAMtech store (<http://ramtech.colostate.edu/>) in the Lory Student Center provides advice and consulting on all of the software it sells to CSU constituents, including retirees with an eID, generally at a significantly discounted rate.

Colleges are still responsible for providing user support, support for their own devices (computers), support for their unique needs, and many colleges provide general user support, as does ACNS. A common area of ambiguity is the case where colleges provide configurations for their users on their computers using the Pulse Secure VPN service (think of this being done in at least nine different ways in the nine different colleges), but ACNS supports the Pulse Secure central service. In this case, users should seek support using Pulse Secure on their own computer from their college IT help desk, but seek support from ACNS for logging into the Pulse Secure service or if they have questions using their eID for login.

## Fall Happenings

The joint Osher Perks & Senior Scholars presentations this fall are again offered from 3:00 to 4:30 p.m. at Pathways Hospice on Carpenter just East of College (US287):

**September 19, 2016:** Historian, Dr. Henry Weisser separates myth from truth in “The Lost Cause Legacy of the American Civil War”

**October 17, 2016:** Pediatric psychologist, Dr. Brian Mesinger advises about childhood learning problems in “Neurodevelopmental Disorders of Childhood: ADHD, Learning Disabilities, Autism Spectrum Disorders, Sensory Processing Disorder and More!”

**November 21, 2016:** Former President, Dr. Ray and Mrs. Melanie Chamberlain share their learning experiences participating in “Expedition Images re Arctic & Antarctica w/ National Geographic-Lindblad.”



## Living Fully in Retirement

Martha Denney, Colorado State University, Director Emerita, Office of International Education, Retired

My husband Lloyd Walker, also a CSU retiree, and I started a conversation about what retirement looks like after several years in. We agreed that our positive attitude toward retirement is helped by the planning and involvement we began years ago. Although we have done things that we did not anticipate since we retired, much of what we do links directly to activities and relationships we started while we were still active in our professions, providing important continuity and opportunities for social interaction. I helped start the Global Village Museum and continue my interests in local and professional organizations. Lloyd continues to be

active with neighborhood politics in the City of Fort Collins. He gardens, bikes, does tai chi regularly and swims at the pool in the summer, saying it keeps him young. Friends and family are at the heart of what we enjoy most, but not having children has allowed us to pursue interests that might not be as attractive to those who have grandbabies to dote upon.

Our biggest detour after retirement was purchasing a home on the Big Island of Hawaii where we spend our winters. We knew the traditional mainland snowbird destinations were not of interest to us. We wanted a warm place that we knew, where we had established relationships, where the politics and social circumstances are compatible with our worldview and where the natural environment allows us to be active outside all year. With my interests in international cultures we also wanted a place where we could experience more cultural diversity than we find in Fort Collins.

Twenty five years of experiences during visits with dear friends who lived in Captain Cook, Hawaii (near Kona) lead to the decision to look for a house there. We were lucky to find a place that met our criteria (affordable; near friends, a grocery store, post office, hospital; on county water rather than catchment and a place that was fee-simple, not on leased land). Due to the times it was within our financial reach and with some TLC we made it a comfortable and beautiful home where we enjoy relaxing and having friends visit. The project is fun and challenging but it keeps us active, engaged and meeting new people and practicing our cross-cultural skills.

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Hawaii is not for everyone. People with children and grandchildren on the mainland find it difficult and expensive to see their family as often as they wish. Healthcare can be a challenge if you have special needs, but there is an air ambulance program to Oahu if you need care that can't be provided locally. The cost of living is high but sharing local foods makes it cheaper. Living on the side of an active volcano is also a new experience, but nothing to push us out of our comfort zone- so far.

Lloyd is in his element there because he can engage in tropical gardening all winter and the instant gratification

not found in Colorado gardening continues to amaze and delight us both. I have found my women's group, artistic opportunities and cultural environments a joy. We never ever tire of watching the sunset over the ocean, swimming in the sea and watching dolphins and whales in the nearby bay, or eating freshly picked papayas, bananas and lemons from our trees.

When we return to Colorado in the spring we are happy to find old friends and activities and enjoy our beautiful home here. As they say, "It's all good!"

## Picking Up Neat Stuff Cheap! Retiree Access to Surplus Property!

Adam Walsh, Surplus Property, CSU



**The CSU Surplus Property Store** is a retail storefront open to the public year-round on Colorado State University's main campus. The store is the reuse, resale, and recycle point for everything owned by CSU.

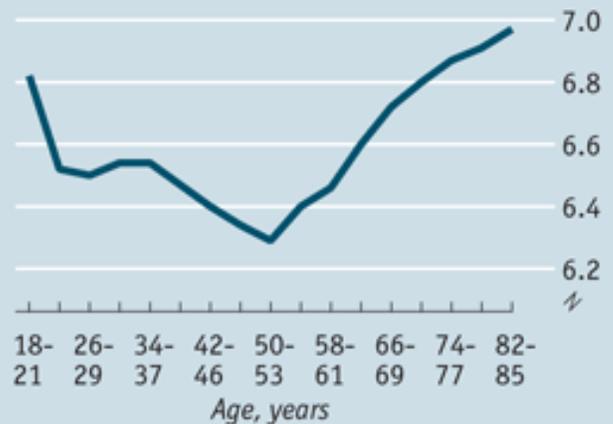
If you stopped by today you would most likely find furniture, computers, lab equipment, vehicles, tools, bikes, and so much more available for sale. Truly, anything and everything that the university has owned at one time, ends up at this store. New items are received daily and our inventory is constantly changing.

Interested in checking out what is for sale? Our website is [www.surplus.colostate.edu](http://www.surplus.colostate.edu), and you can see their inventory on Craigslist.com. Items are sold in the store, as well as at online auction websites like GovDeals.com and eBay.com. Electronics can be testing at the store before making a purchase, and there is full-time IT staff that can answer questions about computers or IT equipment. All items are sold, "as is" and all sales are final.

CSU Surplus Property accepts any major credit card, cash, or verifiable check as forms of payment. **The store is located at 201 W. Lake St. Fort Collins, and is open Monday through Friday 7:30am to 4:00pm. If you have any questions about a specific item or availability, please feel free to call the sales associates in the front office at 970-491-1918.**

### The U-bend

Self-reported well-being, on a scale of 1-10



Source: PNAS paper: "A snapshot of the age distribution of psychological well-being in the United States" by Arthur Stone

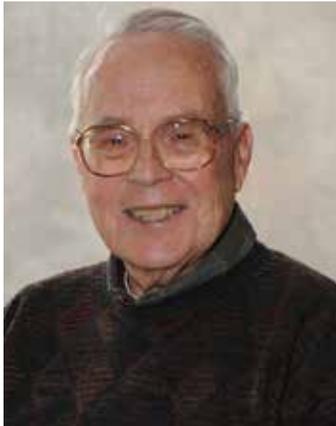
### DID YOU KNOW?

Although it is now legal to sell liquor in Fort Collins on Sundays or election days (since 2008), it is still illegal to ride a horse in Fort Collins while under the influence! Also Fort Collins downtown is the town that inspired the design of Main Street, U.S.A. in Disney World's Magic Kingdom Park.

## Editor's Meditation

Robert N. Meroney, Editor and Veep SSS

### 2016 AROHE CONFERENCE, SEATTLE, WA



#### **The Association of Retirement Organizations for Higher Education**

(AROHE) held its semi-annual conference from August 14-16, 2016 at University of Washington, Seattle. Dr. Chuck Davidshofer and I attended the conference as representatives of the CSU Society of Senior Scholars retiree organization.

AROHE was incorporated in 2002 as a non-profit 501(c)3 organization to advocate for academic and staff retirees from colleges and universities at higher education institutions. Currently 101 institutions participate in AROHE where they share resources through workshops, networking, conferences, and advocate for volunteer opportunities and benefits for our retirees.

We were very impressed by the leadership and creativity being applied to stimulate a greater retiree experience for retirees and enhanced support of our academic institutions. For example, CUCEA (Council of University of California Emeriti Associations) performed an in-depth interview and survey of some 1600 retirees of University of California emeriti activity during 2012-2015. They found 537 emeriti received post retirement awards, 745 provided community service, 940 published journal articles, 321 continued to teach undergraduate courses, 302 taught graduate courses, 373 participated in formal mentoring programs, 713 served UC on committees, task forces and administration, 309 wrote books, 759 presented conference papers, and 981 reported work in progress.

It was concluded that if all the work summarized in their inventory was transposed into a standard college catalog, it would represent a virtual eleventh campus of the University

of California! In the aggregate the group has taught more than 2000 classes, written more than 500 books and 3000 articles, not even counting extensive volunteer service outside the universities and in their communities.

#### **Specific initiatives which drew our attention included:**

- Establishment of formal Emeriti Colleges within the institution that formally extend the continued intellectual, scholarly and social involvement of retirees. These programs are prestige organizations with resources to carry out formal research, provide opportunities for continued teaching, mentoring and advising under the auspice of the academic structure. There are some ten institutions that have developed this structure (includes Emory, Clemson, Ohio State, Indiana State, USC, Yale, Arizona State, John Hopkins, U. Missouri, and Wesleyan). Since the retired faculty are primarily supported by retiree pensions, this allows the institution to develop new replacement faculty, yet provide support resources like office space and laboratories to the retirees... a good fiscal trade off.
- Establishment of campus-funded Retiree Centers with permanent staff and space which provide retiree events, serve as advocates, organize continuing education opportunities, a resource center, etc. Campuses with Retiree Centers realize higher levels of retiree volunteerism, service, and development support. The two oldest such centers exist at USC and UCLA, but there are very active programs at Rutgers, and Winona State.
- University based retirement communities (UBRC) organized either directly on or in near vicinity of campuses. The communities are closely integrated into the campus life with seminars, health benefits, and use of athletic facilities, library and other amenities. There are currently about 100 such retirement communities including some near such schools as Dartmouth College, Notre Dame, U. of Florida, Stanford U., U of California – Davis, etc.

**Your SSS Executive Board is deliberating how we can enhance the retiree experience at Colorado State.**

## Osher Lifelong Learning Institute at Colorado State University: For Those Ages 50 and Better



**The Osher Lifelong Learning Institute at Colorado State University** has ambitious plans for 2016-17. We have instituted a new membership and program fee structure which is simpler, fairer, and more economical for the overwhelming majority of Osher members. We will offer a robust schedule of courses and perks including our first travel course to Cuba in the spring of 2017. And we hope to increase our membership by 100+ to 850.

Many current CSU faculty will be offering Osher courses and perks this fall. The contributions of CSU Senior Scholars will be especially significant. For example, Senior Scholars Ray Chamberlain, Sue Ellen Charlton, Frank Ethridge, David Freeman, Bob Hoffert, Bob Lawrence, Howard Nornes, Henry Weisser, Ted Weston, and Bob Zimdahl will be offering courses and/or perks.

The topics offered will cover a broad spectrum of interests and issues. Courses considering Hitler, the Supreme Court, humanities of the Middle East, American art, geology of national parks, creative writing, US foreign policy, microbiomes, the War of 1812, hymns, food supply,

terrorism, contemporary Asia, beekeeping, neuroplasticity of the brain, watercolor, nature and humanity, and much more will be available.

In addition, perks will explore music, from percussion to Duke Ellington; history, from the American Civil War to the battle of Midway; health, from the Zika virus to neurodevelopmental disorders; visual arts, from the Denver Art Museum's special exhibit on two CSU artists to the new Gregory Allcar Art Museum; environment, from climate change to expeditions to the Arctic and Antarctica; and current events, from the Cargill walkout in Fort Morgan to US – China relations.



We invite you to join us. Learn more about Osher by visiting the website at [www.osher.colostate.edu](http://www.osher.colostate.edu) or calling 491-7753.

Robert Hoffert  
Co-Director OSHER

### Colorado State University

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