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TECHNOLOGY UPDATE

January, 2000

## TECH STORIES

[E-Mail Staff News](#)  
[Microsoft Office 2000 New Stuff](#)  
[New SHSU Menu](#)

[Training Calendar](#)

## UPDATE ARTICLE OF THE MONTH FOR DECEMBER AND JANUARY



### [NEW SHSU MENU Q&A](#)

**Jim Stevens**, Associate Vice President for Information Resources answers questions about the NewSHSU system. If you have other questions, you may e-mail [Jim](#) or [Tracy Thompson](#).

### SamMail



E-Mail Access Anywhere with [SamMail](#)

### SamInfo



The [SamInfo](#) Web Access System

### Phone/E-Mail Lookup



Find Faculty/Staff or students [phone numbers or e-mail addresses](#).

### Web Pages



Find Web Pages of [Faculty/Staff](#) and [Students](#)

### Intranet



Sam Houston State's Administrative [Intranet](#)

### Internet



SHSU's own gateway to the internet

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### E-Mail



Have you gotten e-mails promising you cash, trips, or cars if you forward them to a number of people? If you receive an e-mail that seems too good (or horrific) to be true, it probably is! Before you forward some incredible offer (or warning) to everyone on your address list, please check it out to see if it's already listed as a hoax. The following web site lists many of the myths that are circulating. <http://urbanlegends.miningco.com/culture/urbanlegends/>

### Search Sam

Looking for something in particular, why don't you [Search Sam?](#)



### Staff News

Lucrecia Neff has been a mainstay of our Helpdesk for over three years. She's now officially full-time as a Computer Systems Technician and is supervising the Helpdesk in the User Services area. Lucrecia will be completing her B.S. in Psychology in May. Her username is [ucs\\_lkn](#) and her phone number is 4497.





Beverly Wiggins is now assisting Junie Hunt with the administrative area of the department. Beverly's username is [ucs\\_baw](#) and her extension is 3998.

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### Microsoft Office 2000

There are many new features as you have perhaps already noticed with the conversion from



Microsoft Office 97 to 2000. One enhancement is the ability to do a multiple copy and paste in all the Office applications. You can learn more about the other changes in our [training](#) class offered at the end of the month.

We are editing all the [documentation and training resources](#) available on the web. We appreciate your patience as we update this info.

---

### New Stuff



This is a time with lots of changes. We need to add a few hours to each day to get it all done! We are still installing and modifying programs. WordPerfect 9 is being tested and the remainder of the Corel Office suite is ready.

This semester, faculty will be able to request a list of the e-mail addresses and their WCB rosters of the students in their classes via the web----and the file will be e-mailed to them. No more FTP or Fetch or logging into NELL! This option will be available from the [Faculty web page](#) via the Administrative Button.

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### New SHSU Menu

The changeover to the administrative program listings has been made. When you type SHSU at NELL's VMS prompt, you access the new system. If you are having problems using the new system, call the Helpdesk at 1950 to set up an appointment for assistance.



[Computer Services](#) • [Telephone Services](#) • [Institutional Research](#)

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TECHNOLOGY UPDATE

February, 2000

## TECH STORIES

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[Web Enhancements](#)  
[Institutional Research](#)  
[Residence Hall](#)  
[Connections](#)

[Training](#)

## UPDATE ARTICLE OF THE MONTH FOR FEBRUARY

### A World of Information

Jacob Spradlin



Did you know that there is a web page full of step by step guides and brochures on many of the applications we have available through the network?

Just point your browser to the [Computer Services Web Page](#) and choose **Brochures and Information** from the menu on the left.

### SamMail



E-Mail Access  
Anywhere with  
[SamMail](#)

### SamInfo



The [SamInfo](#)  
Web Access  
System

### Phone/E-Mail Lookup



Find Faculty/Staff  
or students [phone](#)  
[numbers](#) or [e-mail](#)  
[addresses](#).

### Web Pages



Find Web Pages of  
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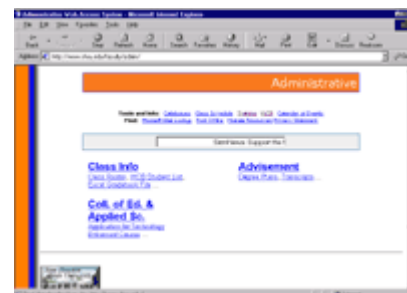
### Internet Connections



To improve the traffic flow on the Information Superhighway, we are adding two more T-1 lines. This is in the final stages of hookup with Texas A&M. These new lines will double our bandwidth-so it should help alleviate some congestion.

### Web Enhancements

This month we added four new programs to the Faculty/Administrative option from the Web. Rosters will display on the Web. You can easily print them as you would any Web page.



The other three programs will e-mail you the results: roster lists-in tab-delimited ASCII format-that you can import into spreadsheets or word processors; class e-mail lists-just copy these names into the To: section of your e-mail; and WCB class lists-that you can save from your e-mail and upload in Web

Course in a Box.

The Faculty Excellence Award voting will be online this semester. It will be available as of February 18th. Another project that the programmers are working on is a Web function to allow prospective SHSU students to register for this summer's Orientation sessions online. [ucs\\_lkn](#) and her phone number is 4497.

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### Institutional Research

We are planning to release a CD-ROM with the University Student Database as of Fall 1999, the 1999 Freshmen Orientation Survey, the First-time Full-time Freshmen Fall 1998 Retention Report, and the Common Database. Those interested can pick up a copy from the Computer Services Helpdesk window in AB1, 144. Those interested in learning SPSS to use the Student Database, should sign up for the February 8th [workshop](#) offered by Cathy Moak.

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### Residence Hall Connections



Five houses (including Aydelotte) are now wired for Ethernet. 25 students are already using the computer network connection from their SHSU residence hall rooms.

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### Training

One of the [classes](#) offered this month is an introduction to using [forms](#) on your web site. This will allow you to survey individuals online and eliminate the time-consuming and expensive steps of mail-out and data entry. We are beginning an evaluation of Ziff Davis Education, an online training source recommended by DIR. If you'd like to test this online training in subjects such as the Microsoft products, HTML programming, Photoshop, and Dreamweaver, please contact Nancy Sears at [ucs\\_nls@shsu.edu](mailto:ucs_nls@shsu.edu). If you'd like to see all the available courses, check out ZDU's web site at <http://welcome.zdu.com/>



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TECHNOLOGY UPDATE

MARCH, 2000

## TECH STORIES

## DEPARTMENTAL CONTACTS

### [Departmental Contacts](#)

[New Modems](#)

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[Training](#)

[CD ROM's](#)

### SamMail



E-Mail Access  
Anywhere with  
[SamMail](#)

### SamInfo



The [SamInfo](#)  
Web Access  
System

### Phone/E-Mail Lookup



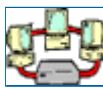
Find Faculty/Staff  
or students [phone  
numbers or e-mail  
addresses.](#)

### Web Pages



Find Web Pages of  
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### Intranet



Sam Houston  
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SHSU's own  
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### Search Sam

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### Departmental Contacts

Texas Law specifically addresses web site accessibility. *Senate Bill 801, 76th Legislative Session, Sec. 2001.006. (c)* A state agency shall design the generally accessible Internet site so that it conforms to generally acceptable standards for Internet accessibility for people with disabilities. This requirement is as of July 1, 2000.



**Directors and Chairs:** Please designate a departmental contact person with the responsibility for attending the Bobby compliance training class and modifying your web pages. Please send e-mail to [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu) with your departmental contact name, username, and phone number.

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### New Modems



We now have a total of 299 modem lines and will have an additional 23 in place in a week. We have also upgraded the hardware for the modem bank to CISCO AS5300. The phone number for all the modem lines is 438-8112.

### New Staff

Bevan Coaton has joined our staff as a Computer Systems Technician. Bevan will be graduating in May with a Bachelor's degree in Computing Science. Bevan's primary responsibility will be the management of the 14 computer labs. Bevan's e-

mail address is [ucs\\_pbc](#).

Bryan Rogers is also a new Computer Systems Technician. Bryan will provide a third-tier level of support for the Helpdesk. This new position will allow us to expedite more responses to your Helpdesk questions---without requiring you to place a work order. Bryan's e-mail address is [ucs\\_bdr](#).



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### Institutional Research

You may now access the University Common Database online at the Institutional Research web site: [www.shsu.edu/~ird\\_www/](http://www.shsu.edu/~ird_www/). Refer to this page when you are filling out grant proposals and need University profile information.

In the past, several departments had indicated a need for student data for studies. The information is yours now for the asking. Pick up the CD-ROM with the University Student Database from the Helpdesk window in AB1, 144. For assistance in analyzing the data, sign up for an SPSS workshop offered by [Cathy Moak](#).

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### Training

Was it one of your goals for this academic year to improve your technological skills? Now's the time to attend one of the training sessions. Are you having trouble with a project and need personalized one-on-one support? Give us a call, and we'll design the class around your needs.

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### CD-ROM'S



In addition to Office 98 for the Macintoshes and Office 2000 for the PC's, Microsoft® Front Page 2000 software for PC's is now available at the Helpdesk. Bring your faculty or staff ID with you to room 144 in AB1, and you may pick up your software. It's recommended that you call 1950 first to

request we have the CD you need ready when you arrive.

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**Reminder:** Have you backed up your PC profile this year?



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TECHNOLOGY UPDATE

APRIL, 2000

**TECH STORIES****IMPROVED CONNECTIONS**[Improved Connections](#)[The New Nell](#)[New Workstations](#)[SamInfo-Web](#)[Training](#)**SamMail**E-Mail Access  
Anywhere with  
[SamMail](#)**SamInfo**The [SamInfo](#)  
Web Access  
System**Improved Connections**

Two new Cisco switches were installed during Spring Break in LDB and CJC. These allow us to run Gigabit Ethernet (1000 Mbps) between AB1 and those two buildings. This represents a 10X increase over the previous data transfer rate between those points.

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**Phone/E-Mail  
Lookup**Find Faculty/Staff  
or students [phone](#)  
[numbers or e-mail](#)  
[addresses.](#)**Web Pages**Find Web Pages of  
[Faculty/Staff](#) and  
[Students](#)**Intranet**Sam Houston  
State's  
Administrative  
[Intranet](#)**Internet**SHSU's own  
gateway to the  
internet**Search Sam**Looking for something in  
particular, why don't you  
[Search Sam?](#)**The New NELL**

We have received a new Alpha Server to use as our administrative computer, NELL. On Friday, March 31st, we will do the standalone backups on the old NELL, and will take the system down for the conversion on Saturday and Sunday, April 1st and 2nd.

Ada, Allin1, WordPerfect, and WpsPlus will not be available on the new NELL. Student accounts (STD) have not been created for NELL for the past two years. We will remove the remaining student accounts at this time.

Your username and password will remain the same. The new NELL will be approximately twice as fast as the old NELL. It will also give us the ability to expand with additional processors in the future. If you have any questions about the upgrade, send mail to [Helpdesk@shsu.edu](mailto:Helpdesk@shsu.edu).

**New Workstations**

We just upgraded the specifications for the workstations we

build. We now use Celeron 466 Mhz based machines. These provide the same benefits of a Pentium III 466 Mhz at a lower cost. The UltraATA66 on-board controllers allow faster hard drive access ...twice the throughput we did have. The new machines come with 64 MB memory. The new machines also have video cards with 32MB memory, using Advanced Graphics Ports (AGP) 4x, Savage 4 based video accelerator chips; which will provide faster graphics processing (twice the current video throughput).

If you would like to order new workstations for your staff members, the order [form](#) is available online.

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### SamInfo-Web

You can now change your PIN via the Web. Click SamInfo, Registrar, PinChange. You must know your current personal identification number to use this.

Faculty evaluations are being done online for the College of Education and Applied Science. Almost 700 have been completed at this time.

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### Training

Many of you have expressed interest in taking various Faculty/Staff training sessions but have found it difficult to attend at the scheduled times. The University is now adding an alternative via ElementK. ElementK is an online training source. Some of the classes offered include: What's New in Office 2000, Dreamweaver, HTML, Excel, Macromedia Director, Photoshop, and Word. You can review the entire course list offered there by accessing [www.elementk.com](http://www.elementk.com) Click **What is ElementK**, then **Extensive Course Catalog**. If you see a class you're interested in, send e-mail to [ucs\\_jws](mailto:ucs_jws). We will then pay the tuition and add you to the ElementK system. You'll have the same username as your on-campus one, and your initial password will be your PIN. You can take as many classes as you'd like in this next calendar year.



Some of the classes are Tech Experts; you take an online computer-based class whenever you want---no textbook or time frame required. Some of the classes are Instructor-Led. These are held for specific time periods and may require a textbook. You or your department can purchase the textbook

via credit card or purchase order from ZDU. Continuing Education Units are available with this; however, they also require an additional fee per course for the certificates.

Classes will continue to be offered here on-campus also. The schedule is always posted and available via the Faculty and Staff links from the [University web page](#). The PCs in AB1, Room 316 are being upgraded at this time---so your next training experience will be faster and smoother!

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**Reminder:** Have you taken a "Bobby" Web course for your department?



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TECHNOLOGY UPDATE

MAY, 2000

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[Break Tips](#)

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### SamMail



E-Mail Access  
Anywhere with  
[SamMail](#)

### SamInfo



The [SamInfo](#)  
Web Access  
System

### WEB WEEK

#### Web Week, May 15-18th

Monday, May 15th through Thursday May 18th is web week here at computer services. We will offer a block of [courses](#) that cover different areas of web design. Here is what we are offering:

- May 15th - Basic Web Page Creation
- May 17th - Web Graphics with Pain shop Pro
- May 18th - Forms for the web (morning)
- May 18th - Web design for Bobby Compliancy (afternoon)

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### Phone/E-Mail Lookup



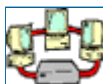
Find Faculty/Staff or students [phone numbers or e-mail addresses](#).

### Web Pages



Find Web Pages of [Faculty/Staff](#) and [Students](#)

### Intranet



Sam Houston State's Administrative [Intranet](#)

### Internet



SHSU's own gateway to the internet

### Search Sam

Looking for something in particular, why don't you [Search Sam?](#)

### The New NELL

The new NELL is up and running. As an example of the increased processing speed, a Payroll batch job took 2 hours on the old NELL. With the new system, the same batch job took only 20 minutes.

### New Workstations

Faculty workstation upgrades are continuing. You will be contacted regarding a convenient time. If you are having problems with slow response time, crashes, or other system difficulties, call the Helpdesk at 1950. A technician will check out your machine as soon as possible.

The minimum recommended Macintosh workstation to be on the Local Area Network is a 120 Mhz, O.S. 7.6.1, 32MB Ram, a 500 MB hard disk and a CD-Rom drive. Check out your staff members' workstations now and upgrade if needed.

### Break Tips

Do you need assistance in accessing your voice mail or e-mail while you're gone? Call the Helpdesk for one-on-one support.



If you are leaving for the break, remember to leave your workstation power on---but logged off. This will permit network patches to your machine during your absence.

The deadline has passed for requesting software installations for the Fall semester. However, it's not too late to request lab reservations for Summer and Fall. Send e-mail to Ken Clark at [ucs\\_kdc](mailto:ucs_kdc). The newest lab is AB2 110. It is now fully equipped with 50 PCs.

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### SamInfo-Web

The online Faculty evaluations are continuing for the College of Education and Applied Science. Approximately 50% have been completed at this time.

We're in the final stages of testing credit card payments via the web. This will first be used for allowing students to make their university tuition and fee payments. We plan to expand this into other areas such as athletic and concert tickets or donations. If your department is interested in using this capability, send e-mail to [ucs\\_mms](mailto:ucs_mms). We'll add you to our project list.



### Training

With the semester break, it should be a good time to retool your tech skills. Take a class [here on campus](#) or sign up with our online training source. ZDNet has now changed names. The new name is [Element K](#). Several faculty and staff have already started taking classes with this system. Just send e-mail to [ucs\\_nls](mailto:ucs_nls) if you'd like to get access to this system. Element K provides a wide variety of courses; check out their course catalog and find an area of interest



If you are interested in a class on other software packages such as WordPerfect, just send a request to [Helpdesk](#). We will design the training specifically for your department.

If you need assistance in entering grades, call the Helpdesk at 1950 to set up an appointment. We'll be glad to send someone to your office to walk you through the process the first time.

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**Reminder:** Intersted in taking a course not listed on our calendar? Send e-mail to the [helpdesk](#) and we will set up individual training just for you!



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TECHNOLOGY UPDATE

JUNE, 2000

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### SamMail



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### SamInfo



The [SamInfo](#)  
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 System

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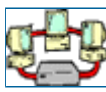
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### NEW STAFF

#### NEW STAFF

Robert Koog is now a Programmer/ Analyst I. Robert has his B.S. in Mathematics from Sam Houston and is completing his Master's degree in Computing Science.



Robert has been a student programmer for the Computer Services department and the Institutional Research office. His username is [ucs\\_rhk](#) and his phone number is 4881.

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#### Telephone Changes



This fall we are providing a separate telephone number to each student living on-campus. This will permit each student to have his/her own voice mail. This number can follow the on-campus students if they move down the hall or to a different residence hall. In order to do this, we are adding 10,000 new phone numbers. The new prefix will be 496.

Office numbers will remain 294-xxxx. But, you'll need to dial five digits to reach them. Sorry!!! You'll be dialing 6-xxxx for the student numbers and 4-xxxx for the offices. We'll keep you posted on the timing of this change.

#### Training

Classes this month include a Web publishing class that shows users how to publish ordinary documents, Excel, Word, Word Perfect & PowerPoint, to the web. For Macintosh users interested in a good web-publishing tool, we are having another Macromedia DreamWeaver class. The class follows same concepts and ideas as previous Basic Web Page

construction classes; we just use a different tool. DreamWeaver is not on the Macintosh server. Each department would need to purchase it. It is available from the on-campus Barnes and Noble's bookstore.

An example of an instructor-led course offered by [ElementK](#) starting July 24th is: Create Brochures, Flyers, and More Using Word.. Students will learn how to incorporate graphics into a coupon flyer; create a simple newsletter; and design a tri-fold brochure. E-mail Jacob Spradlin at [ucs\\_jws](mailto:ucs_jws) for more information about ElementK registration.

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### **Wiring**

The six halls that are being used this summer for SHSU on-campus students are all wired for the Internet now.

The project for all housing will be complete by Fall 2000. The Newton Gresham Library is now connected via a gigabit link.

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### **UNIX1**

All passwords were changed last week on UNIX1 to the first six digits of your social security number. You must change your password upon your first login. The criteria for creating a password is now much more stringent than in the past. We recommend you take two short words and combine them with numbers. It must be at least 6 digits long.



It is critical that you safeguard the privacy of this password to help prevent hacker attacks on our system.

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### **Web Course in a Box Transition to Blackboard**

WCB has now merged with Blackboard. This software for the new system will be loaded this month---hopefully. We'll be having training sessions starting in July. The old WCB staff is currently completing the programming to make the conversion of old classes to the new system as painless as possible.

---

### **Word Perfect**

We are once again sending out WordPerfect 9. This will require



that you re-install the Corel Office Suite. There were problems with the templates in our previous installation. A couple of professors and office staff have tested this for us.

We are frequently soliciting testers for the various packages. If you would be willing to assist us in testing new installations of software, we would appreciate a call. This way, you'll have a chance

**Reminder:** Intersted in taking a course not listed on our calendar? Send e-mail to the [helpdesk](#) and we will set up individual training just for you!



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## University Fast Links

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JULY, 2000

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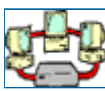
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### WEB PAGES

#### WEB PAGES

Last August, we offered the first Bobby compliance class for Web page creation. Many of you have completed this class and have been modifying your pages to allow people with disabilities to use them. The State of Texas has included Bobby compliance with other rules for Web pages, and the time is now for compliance!!! There is a July 1st deadline for adherence with the state rules.



<http://www.state.tx.us/Standards/S201-12.htm> refers to 1 TAC §201.12 State Web Sites. These apply to key public entry point web pages. We will be scanning departmental pages to ensure compliance. An e-mail detailing any problems will be sent to each departmental web liaison---or the department chair if you have not yet named your liaison. You may make an appointment for assistance in correcting the problems.

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#### Telephone Changes



As we mentioned last month, we are adding a new prefix, 496, for on-campus housing residents. This requires a switch to 5-digit dialing. On July 21st, Sam Houston State University will begin making this switch to 5-digit dialing. We will be adding a "4" to all extensions in campus offices. The voicemail boxes will also change to 5-digits. For instance, if you've been calling 1950 for the Helpdesk, you'll need to dial 41950.

Beginning in the afternoon of 7/21 around 1:00pm, we will start changing the phone system and at this time your phone will not work until it is converted to 5-digits. At the same time we will also be changing the voicemail box numbers. If you call in to check your voicemail (294-4375) and your number was

internet

1950---you'll now have to enter your box # as 41950.

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### Search Sam

Looking for something in particular, why don't you [Search Sam?](#)

We plan to work around the clock and anticipate finishing the process by sometime Sunday afternoon. We are aware that many of you will be working that afternoon for Orientation. We regret any inconvenience this may cause and will complete this process as quickly as possible.

*Reminder:* You'll want to update your departmental Web pages to reflect this phone number change---if you currently only have the 4-digit extension listed.

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### Training

[July's schedule](#) is now posted. Our highlight course this month is the Web Design with Macromedia DreamWeaver course on the 28th of July from 2pm-5pm (DRB #205). Participants will use Macintosh computers, but PC users are encouraged to come. DreamWeaver does provide many more advanced features than FrontPage or Netscape Composer. Participants must have already taken a Basic Web page creation course.



This software is not on the network so your department will have to purchase DreamWeaver should you decide to use it in your department. This can be done through DIR or through the University Barnes and Noble's Bookstore.

One of the [ElementK](#) offerings this month is "Deliver Presentations to the Web with PowerPoint 2000." This class is being offered from 7/24 till 8/7. Give Jacob a call at 3929 (or after 7/21---43929) if you're interested in taking a class from ElementK.

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### SamInfo Nell

The programmers are continuing with the conversion from the old SamInfo system to SamInfo-Web. As of 7/16/00, the BEAR01M menu will be deactivated. Programs, which have not yet been converted to the Web, will remain available for faculty and staff as one of the SHSU program options. Students can still telnet to NELL and enter SAMINFO as the username. This will permit a listing of programs that are open to the public.

If you have printed instructions for your students on how to access SamInfo-NELL programs, please check with us for details. The letter selection will not be the same. The SHSU menu will require students to enter the program name just as faculty/staff do now for the other SHSU menu choices. The

Student Teaching programs and the Excel system are the next projects we will be converting to the Web.

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**Reminder:** Contact the Helpdesk at 1950 if you have computer software, hardware, or telephone problems.

August 2000

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### Training

The August schedule for on-campus [training](#) is now on the web. Have you tried a class through [ElementK](#) yet? The courses available online include web page creation and design, spreadsheets, and word processing. Some are instructor-led, and others are self-paced. For instance, if you're frustrated using Excel, check out the variety of Excel classes offered at ElementK. Perhaps you haven't yet mastered WordPerfect 9; ElementK offers self-paced courses for WP. Give [Jacob](#) a call at 43929 and he'll get you registered in ElementK. You can then select the courses you'd like to take anytime throughout the next year.



### Fall Semester Preparation

Send in your requests for lab space for your classes now. Ken Clark is making the schedule now. Send him e-mail at [ucs\\_kdc](mailto:ucs_kdc) with the number of students expected and the times.

The programming staff members are focusing on installing Blackboard 5, FrontPage 2000, and Active Server Pages for use in time for the Fall Semester.

### Blackboard 5

We hope to have Blackboard loaded very soon. We will notify you via e-mail as soon as it's ready for testing. It can be used to enhance your lecture class with supporting information

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from the web, or it can be used for creating a standalone web-based class. We will be having Blackboard trainers come to SHSU during the fall semester to help you prepare for the Spring semester. We have several faculty attending a BB training session at Texas Woman's University August 11th.

### **SamInfo-Web**

The program to allow students to change their majors and minors has now been placed on the Web. Students may use this before they file an official degree plan. The program for students to look at their degree plans now has a new streamlined interface. We have also added the Registration Status and Registration History reports. These programs are all available from the Registrar's link on SamInfo.

### **Telephone - FYI**

The University is participating in the TEXAN 2000 Telecommunications contract. The cutover was made in late June. We anticipate the telephone long distance charges to the departments will be cut in half.



The residence hall students may use SamLD, the on-campus long distance service. This service has been offered for the past two years, and the pricing has just been lowered. It's now approximately 10 cents per minute with no access fees. Students may pay their long distance bills along with their other fees at the Cashier's Office---or via the SamInfo-Web credit card payment. One change for the students this fall will be dialing 31 from their room phones to access SamLD instead of 61. If you interact with students in Housing, please help share this information.

This fall we will be publishing a combined student/staff/faculty phone directory. In order to get this to the printer in a timely fashion,

we're requesting your assistance in assigning your office phone numbers to your faculty and staff as quickly as possible. We will be sending you the phone list to update this month and would appreciate a fast turnaround.

**Printing**

If you require your students to access large amounts of information from the Internet, please encourage them to print this two-sided---so we save as many trees as possible. The following Computer Services labs provide duplex printing: AB1 144, NGL 200, CJC A104, AB2 110, AB2 119, EVC 212, and LDB 203.

**Grade Entry**

Reminder: The Registrar's Office is resetting faculty personal identification numbers (PIN's) August 2nd.

If you need help with your NELL password, come by the Helpdesk in AB1, 147 with your faculty I.D.

September 2000

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### Wireless Connections

Computer Services has plans to set up wireless LAN connections on campus this year. In the future, faculty will be able to wheel in a laptop and move freely within their classroom---no wires! Or perhaps students will work anywhere in the Library on laptops connected to our LAN. The potential is exciting, but will require careful planning and coordination for security reasons.



Please e-mail Nina Cooper at [ucs\\_ngc@shsu.edu](mailto:ucs_ngc@shsu.edu) before purchasing and installing any wireless devices for your department. We must configure it correctly to run on our network. Otherwise other users can connect through your device and interfere with other equipment.

### Training

The September [schedule](#) is now posted. One special event on this month's calendar is a session being presented by Dr. Tom Chasteen. This session will give you a first look at Blackboard. Blackboard will be the replacement system for the old Web Course in a Box. Tom will be adding his own tips about ways to augment an online or lecture-enhanced class.

[ElementK](#) is still a viable option for training on your own time. Whatever your learning style,

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ElementK offers a method for you. You may take interactive self-paced classes, instructor-led classes, or utilize the library. You may repeat the classes as often as you need. This online training is available for the entire year at no cost to you---other than the textbook, if required. There are hundreds of courses available for you. Check out the course catalog, and if you're interested in any of the classes, e-mail Jacob at [ucs\\_jws@shsu.edu](mailto:ucs_jws@shsu.edu) and he'll get you signed up for ElementK. You can then sign up for classes whenever you'd like.

### **Reminder**

PC users: If you've set up your account with several shortcuts, or if you've tried to bookmark all the really important sites for your life, remember to back up your profile! There is a special utility just for this purpose. Click **Start; Programs; SHSU Utilities; Backup; Backup Profile, Bookmarks, Address Book.** If anything then happens to your account, the Helpdesk can restore your profile for you.

### **IP Numbers**

Workstations on the University's network require a unique IP address in order to function properly. Addresses for new workstations must be assigned by Computer Services to avoid duplication. If a Computer Services technician installed your system, it should be fine. If you or someone in your department set up your machine, please check with us to ensure it's a properly recorded address. Using an IP address not assigned by Computer Services is a violation of the [Computer Acceptable Use Policy](#) and may result in loss of computer privileges.

### **New Staff**

Bill Thomas joins our department September 1st. Bill received a bachelor's degree here at SHSU and is currently working toward his Master's degree in Computing Science. He is transferring from the Physical Plant. Bill will be

managing the student labs. His username is [ucs\\_wnt](#) and his phone extension is 44494.

### **Student Connections**

Over 750 students in the Residence halls will be using Ethernet connections this fall from their rooms. The wiring project is complete now for all the halls. Students can connect to the Internet with their personal computers without having to dial in to the modem bank. This should help free up modem lines for our off-campus users.

October 2000

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### Staff Changes

We're saying good-bye to Ken Clark. Ken has been an important part of the growth of the computer labs and the automation of the Helpdesk.

Ken has accepted a position in The Woodlands and will be leaving 10/15. Send your farewells and good wishes to [ucs\\_kdc@shsu.edu](mailto:ucs_kdc@shsu.edu).



Matt Frazier joined our staff as a full-time Computer Systems Technician on 9/16. Matt is responsible for the Helpdesk and supervises the 12 student Helpdesk employees. His e-mail address is [ucs\\_maf@shsu.edu](mailto:ucs_maf@shsu.edu)

and his phone number is 1953.

With the successful completion of the Residence Hall wiring, Nina Cooper is relinquishing her networking duties to take over a new project. Nina will focus on providing a Graphical User Interface (GUI) for the administrative programs on NELL. The look and feel of NELL menus and programs will be enhanced to more closely resemble web pages.



### Notices

PC users will have "noticed" the new Notice bulletin upon logon. This new pop-up screen will

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allow us to provide Web page links to further documentation for technology info. We may also use the new option for university-wide informational releases.

### **Spring Semester Planning**

The deadline for requesting software installation for your Spring 2001 classes is November 1st. This is to be used for software that your department has purchased that can be used on our network. Use the form provided at the url:

[http://www.shsu.edu/~ucs\\_www/resources/softinfo.htm](http://www.shsu.edu/~ucs_www/resources/softinfo.htm)

If you are making a new textbook selection, ask the publishers about the corresponding Blackboard module. Blackboard is our online software. Many of the textbooks now come with test banks and study guides that can be uploaded into Blackboard.

The software is now in for the Web Course in a Box migration to Blackboard. If you'd like assistance in copying your old WCB classes to the new Blackboard system, please send e-mail to the [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu).

### **New Phone Directory**

The directory is going to include students, faculty, and staff members this year. It is at the printer now, and should be arriving soon.

### **Training**

Wendy Gilbert is going to demonstrate the new Book Ordering program October 11th at 11:30 at the LSC Room 312. This is in conjunction with the Barnes and Noble's University Bookstore appreciation luncheon for academic departments. This will be your first view of the new GUI interface for entering the textbooks needed for the upcoming semester. In order to comply with requests from vendors for our book lists, it's essential that all textbook requests be made through this new system.

The monthly training schedule is online at <http://www.shsu.edu/administrative/training/>. If you have requests for specific departmental training, please send e-mail to [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu).



November 2000

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### Disruptions & Explanations

#### *Outlook (Exchange) E-Mail*

An air conditioning problem caused our server room to overheat. This caused the database that stores the users' mailboxes on Exchange to become corrupted.

Normally when backups are done correctly, you can restore the database back to what it was when the corruption took place. Unfortunately, we discovered that the backups had not been correctly done for over a week. We recovered as much as possible of the corrupted database (which ended up losing the attachments to messages), then recovered some of the mailboxes of persons who were requesting the attachments. We currently have a server with the Exchange database as it was at the end of September should someone still require a critical attachment from their mailbox.

#### *Library Web Catalog*

The motherboard on WNTWEB2 was failing causing the server to crash. The motherboard has been replaced and the server is working fine.

#### *Nell*

NELL is taken down the first Friday of each month in order to perform backups on the system disk. If you require access to the system on that night, please contact the

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Helpdesk and let them know as soon as possible so we can reschedule for another Friday.

### **Information Technology Resource Council**

This Council is charged with "recommending administrative or academic goals, programs, policies, purchase considerations, plans or other action that will foster the integration and development of technology to assist all university components." If you'd like to provide input to this Council, e-mail one of the members or come address the Council. The Agenda for the 11/16 meeting includes a demo of Blackboard and a discussion of the Computer Infrastructure needed for Distance Education at SHSU.

### **New Programs**

The Book Order program is up and running with its GUI interface for PC's. The GUI interface will not work on Macintoshes, but will run on WinNT, Win95, Win98, and Win2000. When the software for Macs becomes available, we will implement it. If you haven't yet tried it, click **Faculty/Staff**, and **Admin Menu**. You'll then see the set-up link.

The software is now in for the Web Course in a Box migration to Blackboard. We are still working with the migration software. It has not proven 100% successful yet! But the new server for BB is up and running. If you'd like assistance in copying your old WCB classes to the new Blackboard system, please send e-mail to the [Helpdesk@shsu.edu](mailto:Helpdesk@shsu.edu).

### **Training**

Jacob Spradlin and Matt Frazier are attending a Blackboard Users Conference this month. If you've already tried BB and have questions or concerns, please e-mail one of them and have them get clarification at the Conference. Jacob is [ucs\\_jws@shsu.edu](mailto:ucs_jws@shsu.edu) and Matt is [ucs\\_maf@shsu.edu](mailto:ucs_maf@shsu.edu).

This is a short month---due to the Thanksgiving Holiday, so the number of classes is limited this month. The monthly training schedule is online at <http://www.shsu.edu/administrative/training/> If you have requests for specific departmental training, please send e-mail to [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu).

**Bobby Compliance**

Reminder: Departmental web pages must comply with the ADA requirements. This is a State of Texas regulation. It applies to state agency "key entry web pages."

Faculty: if you use Blackboard to create your courses, it is designed to prompt you for the necessary changes to provide compliance whenever possible.



December 2000

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### Firewall Security Changes

Beginning Jan 1, 2001 we will be increasing our SHSU firewall security. The first phase of this increase will affect the off-campus access to campus computers. If you require off-campus access (WWW, FTP, Telnet...) to your University computer, you will need to provide Computer Services with information on your machine. We will provide a form on the web for this purpose and will notify you when the form is ready.

### [Information Technology Resource Council](#)

The agenda for the 12/14 meeting includes a presentation by the Computer Services Assistant Director, Mark Adams regarding the infrastructure in place and planned. If you have thoughts or ideas about what the University needs for information technology, e-mail one of the members or come address the Council. You can see the list of the members at the Committee web link.

### Purchases

There has been a change in how you order computer software. You may now purchase directly from the SHI-Government Solutions (SHI-GS). This is the Software and Services Agreement between the State of Texas, acting by and through the Department of Information Resources (DIR), and SHI-Government Solutions (SHI-GS) Agreement Number 313-001A. Software that would normally be ordered from DIR will now be purchased directly from SHI-GS.

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For detailed information on purchasing just click on the Go Direct!! Program link at <http://www.dir.state.tx.us/busops>. The Computer Services Department has registered for the University, so departments can go directly to the How to Order instructions for order submission and pricing requests.

The Agreement Number 313-001A must be referenced on the purchase order to SHI-GS. Their vendor number is 1223-69-5478-5008 and they are a QISV/mbe. If you have questions or would like assistance with your software order, you may contact Junie Hunt at extension 43548 or send e-mail to [hunt@shsu.edu](mailto:hunt@shsu.edu). This new procedure will allow faster processing and delivery of software orders.

### **Grades**

RIt's that time again. Faculty will need to input their grades using their NELL passwords and their PIN. The Registrar's Office resets PINs each semester to provide additional security for this function. Your NELL password must be changed every 90 days---once again for security, since NELL is the system that stores and updates the grades and other administrative records. So... if you don't remember your password, come by the Helpdesk at AB1, 144 between 8 a.m. and 5 p.m. with your faculty I.D.

### **Holiday Scheduling**

The Helpdesk will be closed during the staff holidays (December 23rd through January 2nd.)

To cause as little disruption as possible in the normal schedule of the University, some of the computer programmers and technicians will be working during this time to upgrade workstations, servers and software. The specific times will be posted as a notice before the holidays.

If your department has work plans during the staff holidays, please let us know as soon as possible so that we can coordinate the timing of the downtime with you.

### Training

This month's training includes an appointment-basis for using the University Fall 2000 student database. Troy Courville, the Director for Institutional Research, has finalized the data for the Fall. You may schedule a time with him for a hands-on one-on-one demo at your desk using SPSS. Troy's username is ird\_tgc and his phone number is 43619.

Troy is finishing his Ph.D in Research, Measurement, and Statistics at Texas A&M. Troy joined Sam Houston's staff as the Institutional Research Director in September.