January 2002

TECHNOLOGY UPDATE

News & Information

Managing your Inbox

It is sometimes frustrating trying to manage email with all the junk mail we receive. You can use the Filter feature offered by Outlook and Netscape to help eliminate those unwanted spam messages. Outlook/Netscape can search for commonly used phrases in such messages and automatically move them from your Inbox to a junk e-mail folder, your Deleted Items/Trash folder, or any other folder you specify. To learn more about this feature go to the Software Guides for Faculty and Staff or contact the Helpdesk for assistance, ext. 41950.

It is important to remember to empty your Deleted Items/Trash folder on a weekly basis. These items are not automatically removed upon closure of Outlook/Netscape, **unless** you have that setting in place. It is also equally important to delete items located in your Sent Items folder on a regular basis. The amount of space that you're using can quickly add up if you don't delete unneeded old mail. These extra documents will slow down your response time in using your mail, and will also make it take longer to scan for viruses, so …. help the entire campus system by keeping your mailbox cleaned up!

If you want, you may use the Export feature to move email items to a separate saved location on your computer. For instructions on how to Export, contact the Helpdesk at ext. 41950.

Combatting Virus Hoaxes

News:

- Managing your Inbox
- Virus Hoaxes
- Training
- Blackboard
- New Staff
- Security

Note:
Contact the Helpdesk at 41950 if you have computer software, hardware, or telephone problems.

Archive:

2001: December, November, October September, August, July, June, May, April, March, February, January

2000: December, November, October, September August, July, June, May, April, March, February, January

Have you noticed e-mail messages about a new, terrible virus? Virus Hoaxes are one of the fastest growing types of spam-mail on the Internet. They are e-mail messages sent by friends and family meaning to help, but just end up cluttering your inbox.

How do I tell if the virus warning I receive is a hoax?

Hoaxes frequently urge the reader to forward the warning to everyone they know. Hoaxes usually claim to be from an odd consortium of well-known technology companies like AOL and IBM or Microsoft and Sony. Most hoaxes make absurd technological claims intended to frighten, but are easily spotted if you know what to look for. Genuine warnings will include a link to a legitimate source for more information.

Where can I go for more information?

The following three Web sites will help you verify whether a particular warning is legitimate: U.S. Department of Energy's HoaxBusters, Vmyths.com, SecurityFocus. You can also check the Computer Services Virus/Internet Hoax Information page.

Training

We are offering two Blackboard orientation sessions for students this month. These sessions will acclimate your student to the Blackboard environment and give them a head start to understanding your web enhanced or on-line courses. This way you won't have to use your valuable class time giving out the technical information. We will contact you in advance with the dates to give you the opportunity to let your students know.

Since everyone is so busy starting the Spring semester, we have an abbreviated training

calendar for January. Check out our new topically-formatted schedule and enroll in a course or give us ideas for other classes that you would like offered.

Blackboard

Academic Departments: Would you like to schedule a special workshop for your faculty? We are currently offering classes targeted to specific disciplines to help you augment your regular classes and to assist in developing an on-line presence with your off-line material. Call Jacob Spradlin at 43929 to discuss some possibilities.

New Staff

Wade Williams joined Computer Services as a Computer Systems Technician on January 2nd. His main responsibility is working to keep SHSU's web pages in check with State, Federal, and University guidelines. Wade has worked for Computer Services as a student, and graduated in December with a B.S. in Computing Science.

Ronnie Whitlock joined Computer Services as a Computer Systems Technician on January 2nd. Ronnie will be working in the Network/ Infrastructure section of our department. Ronnie also worked for Computer Services as a student Network Technician and is a December 2001 graduate majoring in Ag Business and minoring in Computer Science.

Kayla Stephenson is a new employee for Computer Services. She is a Computer Systems Technician working in Client Support.

Kelly Bentsen also joined the Computer Services Department as a Computer Systems Technician. Her focus is programming for the new menu system. Kelly is a Junior majoring in Computing Science.

Security

REMINDER: The computer account password that you use for logging in on the PC, checking your e-mail, or dialing in from home needs to be changed IF you haven't changed it in a year.

If you're on a PC on-campus, you may do a CTRL-ALT-DELETE at any time, and choose Change Password or use the utility on the SamInfo option of the University web site. We are currently creating a new version of the utility that will work on a Macintosh. Until this is working, you may use a PC to change your password, or come by the Helpdesk in AB1 with your ID.

We do realize how much you hate changing passwords! However, this change must be made to allow us to store everything on a better, bigger system. We will be setting your password to expire at the end of January 2002----if it has not been changed. Take a moment right now to create your new password.

February 2002

TECHNOLOGY UPDATE

News & Information

Telephone Voice Mail

Do you have a password set on your voice mail? If so, you can call in from off-campus and check it at any time. Just call 936.294.4375 and then enter your 5 digit extension. You'll be prompted then for your password. You may check your voice mail from there. You may also change your message even when you're off-campus. If you unexpectedly have to be out of your office, you can go into Voice Mailbox Setup, and alter your outgoing message. Suggest another number for the caller since you're out of your office. It's guaranteed to cut down on how many calls you have to return when you come back and the caller isn't frustrated by expecting a quick return phone call!

Combatting Viruses

This latest e-mail virus "Myparty" originated from Russia. Our programmers are continuously in contact with other universities such as Texas A&M so that we may share information about viruses as quickly as possible. However, your assistance is critical in stopping these viruses before they cause similar damage here at SHSU. Don't open e-mail that makes you suspicious. Check with the Helpdesk first.

Training

The University has adopted MindLeaders as our external online training source. You may know that it offers technology sessions on *Outlook, Excel, Word, Powerpoint*, and *PaintShop Pro*.

News:

- Voice Mail
- Combatting Viruses
- Training
- Blackboard
- New Staff
- Security

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Additional classes are available through their *End User Business Skills* catalogue. Would you like to improve your or your staff's communication skills? Go through the *Business Communication* Series and/or the *Grammar* Series. Would you like to become more knowledgeable about *Sexual Harrassment* issues? MindLeaders offers seven classes on the laws and procedures. They also have a *Customer Service* series and *Motivation* series.

Computer Services will pay the subscription fee for access to MindLeaders for the next 12 months. You may take as many of the courses as you'd like during the upcoming year. These are online courses that you can complete while in your office or at home. Contact Christy Cross if you'd like to be enrolled in MindLeaders.

On-campus one-on-one and class sessions are posted on the training calendar for February. Enroll in a course or suggest other ideas for classes that you would like offered.

Blackboard

Blackboard has now acquired Prometheus from George Washington University. Prometheus has been touted as a customizable platform for faculty to use in creating their online classroom resources. This acquisition will add 65 more universities to the Blackboard system. The growth in Blackboard helps ensure that other companies such as book publishers will continue to expand their offerings written especially for the Blackboard platform.

There is still time to register for the Blackboard Convention in Phoenix, Arizona in March. Christy Cross and Jacob Spradlin will be attending to get the technical end knowledge. Topics for users include: *Evaluating the Success of Online Learning; Using the Discussion Forum: A Comprehensive Overview*;

and *Managing the Paper Load: Effective and Efficient Paper Grading using MS Word and Blackboard's Digital Drop Box.*

New Staff

Rob Kennedy joined Computer Services as a Computer Systems Technician on February 1st. He will be assisting with the management of the computer labs. Rob worked for Computer Services as a student, and graduated in 1998 with a B.S. in Geology and has been working for the Huntsville Independent School District.

Security

The T: drive is a storage space for all departments to share information. It is frequently used by faculty to place files that their students may access. If you'd like to have a new folder created on the T: drive, please send e-mail to the Helpdesk to request this. As a reminder: do NOT place confidential material on the T: drive----unless you have first requested the T: drive folder have restricted access. There is universal access unless you specifically request otherwise.

You can right click on your folder, click Properties, and Security, and view who has access to the folder. You may give only Read access to a user, and Full Control to someone else. Check with the Helpdesk if you have questions. Just be very careful about the information you place there. Make sure you have it protected.

Computer Services | Institutional Research | Mail Services

March 2002

NEWS

- **Office XP**
- **Security**
- **Training**
- **Blackboard**
- **Mail Services**
- **Institutional Research**
- **Software Request**

Note:
Contact the **Helpdesk** at 41950 if you have computer software, hardware, or telephone problems.

Update Archive

February, January **2002**:

December, November, October, September, **2001**: August, July, June, May, April, March, February, January

NEWS & INFORMATION

Microsoft Office XP

Last month, we requested input regarding the timing of the upgrade to Office XP. The votes for the timing of the upgrade indicated you'd prefer the beginning of summer, rather than waiting till Fall. Therefore, the campus network upgrade from Office 2000 to Office XP is now scheduled for May 15th. This upgrade is for the PC's only. Some of the changes that will be coming with the new Office suite are:

- Speech Recognition
- Office Clipboard (Task Pane) – holds double the amount of copied items of 2000
- Smart Tags – A set of buttons shared across MS Office programs
- Compress Pictures
- Print from Browser – HTML documents are now printed directly from the program that created them allowing a formatted printout
- Web Options Capability – make documents more compatible with specific browsers
- Digital Signatures
- Document password encryption
- Repair and Extract – helps when documents don't load properly

Security

Department directors: To help maintain the security of the critical programs on Nell, you can now view daily which programs your students (or other employees) have accessed. The program MTRK09R is on the Nell menu system. This program allows you to enter a username and select the timeframe. You can then view the list of Nell programs, and the beginning and ending times of access.

Training

On-campus one-on-one and class sessions are posted on the training calendar for March. Enroll in a course or suggest other ideas for classes that you would like offered.

Blackboard

A big thank you goes out to all the SHSU professors using Blackboard. We appreciated your patience as we dealt with the Blackboard technical staff in resolving the problems the past 2 weeks. We do realize the gradebook difficulties could not have come at a worse time for your classes. The Server is up and running now. If you notice any difference in your courses, or if you have any questions, please contact Jacob Spradlin.

As a reminder, we recommend you print a hard copy immediately after entering grades online. This way, obviously, they could then be reentered manually if there is a system failure with Blackboard.

Do you want quick answers to frequently asked Blackboard questions, but don't want the added hassle of having to enter Blackboard and access the support site? Or do you want to give your students access to those same answers? We have provided a new resource called the Blackboard FAQ Pages, that offers quick but thorough answers to many questions you have thought of and probably some you haven't.

Computer Services is sending 2 staff members to the Blackboard Convention in Phoenix. Christy Cross and Jacob Spradlin will be attending to get the technical end knowledge. However, if you have any questions or comments that you would like them to share with Blackboard's staff, please let them know. The grade system will be on the agenda!

Mail Services

As previously announced, Carl Hicks joined the Mail Service Center as the new Manager on March 1st.

Does your department want to send something to all on-campus student residents? There are 2,299 boxes currently in use. You do NOT have to put mailing labels or return addresses on the outside. We'll be glad to put your flyer in each student box--and you don't have to take the time to staple, label, or stamp your return address.

Give Carl a call at 43001 if you have questions or concerns.

Institutional Research

In an effort to optimize data use, the Office of Institutional Research's website can be used to request data. Click on the Data Request link in the left hand column. After filling out the form, your request will be submitted by e-mail. Each request will take approximately two weeks. For more information, call Peggy at 294-3619 or by e-mail at ird_pat@shsu.edu.

Training Calendar   Security Information   Software Guides

Computer Services   Institutional Research   Mail Services

April 2002

NEWS

- **Mail Services**
- **Security**
- **Computer Account Creation**
- **Training**
- **Blackboard**
- **Institutional Research**
- **Searches**

Note:
Contact the **Helpdesk** at 41950 if you have computer software, hardware, or telephone problems.

Update Archive

2002: March, February, January

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NEWS & INFORMATION

Mail Services

Lots of changes are underway at the on-campus Mail Services center. We are striving to get the mail to you as quickly as possible. Here are some ways you can help speed up the process.

For Campus Mail: Please use the department name AND the box number on the envelope. Add these new department #'s to your list: Internal Audit is 2084 and Academic Instructional Technology & Distance Learning is 2060. If you'd like to send something to every box, you don't need to put a label on it at all. There are 2,300 student boxes, and a total of 2,530 boxes.

For Outgoing Mail: Please separate the international mail from the domestic mail. If you'd like, we can seal your regular envelopes for you. Just leave the flaps up so they can feed through the metering machine.

Postage Slips: Do not tape these to the packages/mail. We've had problems with it tearing the slip---or the mailing. We'd like for you to include a faculty/staff member's telephone number and username on the back of the postage slip. This additional information will allow us to call you immediately with questions if necessary; sometimes the signature leaves us in the dark as to who it is! We don't want to delay your mailing by having to return it to your box for changes.

Computer Security

Don't forget to lock your PC if you leave it for a period of time. A quick CTRL-ALT-DELETE takes you to the page where you can choose LOCK COMPUTER.

New Computer Account Creation

We have been re-writing the account creation system. You may now assist your new faculty and staff by requesting their computer accounts online. This program will work for Macintoshes and PC's. It is essential that the human resources paperwork be processed first for your new employees though so we can authenticate their relationship with the University.

Technology Training

We've added a new training by appointment form to our training page. You can just click on the training by appointment link and be taken to a page where you can pick from a list of software or submit one not on the list. You can let us know what times are good for you and set up the best time.

On-campus one-on-one and class sessions are posted on the training calendar for April. Enroll in a course or suggest other ideas for classes that you would like offered.

FACULTY: We will be offering training for your students on Macromedia Dreamweaver and Microsoft Word Tips and Tricks. The MS Word class is designed to assist them in preparing their research papers. Here are the dates and times:

- Dreamweaver (Intro): April 16th from 5 - 7pm in the NGL Computer Lab #200
- Dreamweaver Advanced: April 18th from 5 - 7pm in the NGL Computer Lab #200
- Dreamweaver Tips and Tricks: April 23rd from 5-7pm in the NGL Computer Lab #200
- MS Word Tips and Tricks: April 25th from 5-7pm in the NGL Computer Lab #200

The students can also access the training information online. Please encourage them to attend these sessions.

Blackboard

Faculty: You may now request which courses and sections you want for the next semester online. The Course Creation and Deletion forms for Blackboard are located at the Blackboard FAQ pages.

Are you considering updating a class you teach in Correspondence? Use Blackboard to help create this. Contact Jacob Spradlin if you'd like suggestions.

Institutional Research

Ever wanted resources on how to complete a survey? Did you ever want to see how other SHSU departments reported their institutional effectiveness findings? All of this information and so much more can be found in the Institutional Research Assessment Library. The library, currently located at AB1 319L, houses reports completed by the IR office, SACS reports for the last 10 years, enrollment and faculty reports, ACT and SAT reports, THECB reports and other resources that you might find useful. General information on the library holdings is available online. The library is open from 8-5 Monday thru Friday.

Web Page Searches

We have changed our search engine for University pages. The Google index is updated monthly. It's much faster than our old system. Check it out!

Training Calendar   Security Information   Software Guides

Computer Services   Institutional Research   Mail Services

May 2002

NEWS & INFORMATION

NEWS

- **Software Update**
- **Security**
- **Grade Entry**
- **Computer Purchases**
- **Purchases**
- **Training**
- **Blackboard**
- **Institutional Research**
- **Telephone**
- **Mail Services**

Note:
Contact the **Helpdesk** at 41950 if you have computer software, hardware, or telephone problems.

Update Archive

2002: April, March, February, January

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Software Update

Many of you have been using WS-FTP, and perhaps have the instructions for students to use. We will be phasing WS-FTP out now that we have SmartFTP. The new FTP program doesn't require users to have to select binary or ASCII----so this cuts down on problems! Please try it out, and modify your student instructions to match the new SmartFTP.

OfficeXP is still a "Go"! This conversion will begin May 15th. Since many of you will be leaving for the next several weeks, it's critical that you leave your PC's turned on and logged off. Also, we would like people from different departments that have different Office Suite needs to help us test the software. Please send Steven Frey mail if you are willing to be one of our testers.

Since we're moving to Office XP, we will be removing Outlook Express before the Fall 2002 semester. Outlook XP is a much more robust product; it has added capabilities and has eliminated several problems. We'll update you soon with the details of how you can switch from Outlook Express to Outlook XP.

Security

As mentioned above remember to **log off each evening**. This helps protect your information by not allowing anyone else to access it. However, this reminder is not *just* for the security reason; it's also a way to help your PC run more efficiently. The added benefit is that you will ensure your profile saves properly, **and** that you receive the login messages. You should also reboot your machine once a week.

Many of you have been frustrated with the number of strange e-mails that you've received recently. You can help reduce this number of virus-generated messages. **Please update your virus scanner for your home PC.** We are disabling accounts when we get complaints about home machines sending a virus. The klez virus has been spread from people dialing in, the residence halls, and from laptops.

On-campus, we currently scan incoming mail. In May, we will be updating the mail server to scan outbound mail also, but many of the new viruses (including klez) have smtp engines in them so they bypass the mail server. So we can't catch everything! We need your help! Run a virus scanner regularly on your home PC. McAfee is a possible source for this purchase.

Grade Entry

Reminder: You're going to need your PIN to enter your grades. You should

have received the note from the Registrar's Office with your new PIN last week.

You can use the SHSU Menu option on your PC desktop to enter your grades----and you won't have to remember your Nell password! You may also download this SHSU Menu option to use from home---so you don't even have to be in your on-campus office.

Macintosh users: You will still need your Nell password to use the Nell version. If you cannot recall what it is, come by the Computer Services Helpdesk (room 147 of the AB1) between 8 a.m. and 5 p.m. with your SHSU ID. We can reset it for you then.

Computer Purchases & Upgrades

SHSU is now considered by Dell Computer to be a "premier access client." The University's membership in this program will allow the University to leverage its overall volume purchasing to pass along cost savings to individual departments. Dell will provide SHSU with a personalized web site for the purchase of Dell products. The web site will provide purchase options for a base laptop and desktop computer configuration at considerable savings over the traditional state higher education pricing structure. Additionally the University may use this site to purchase any products offered by Dell at lower pricing level than has previously been possible.

Currently you may request a base configuration with the Workstation Request Form and an upgrade with the Workstation Upgrade Request Form from the Computer Services web site. Computer Services is currently working with the University Purchasing department and Dell to provide you with further instructions on the use of this new partnership. In the interim you may use the Dell Higher Education web site to gather quotes for your computers. You can then print and fax the quote to Computer Services (x41231) to request that we requote the configuration through the Dell/SHSU web site. Hopefully, we'll have this process streamlined very soon!

Technology Training

On-campus one-on-one and class sessions are posted on the training calendar for May. Enroll in a course or suggest other ideas for classes that you would like offered.

We realize that May is a difficult month to schedule time for training, so feel free to use our Training-By-Appointment form to schedule a training session at your leisure.

Blackboard

Faculty: The end of semester break is upon us, and what better time to have your Blackboard classes created. Use our Blackboard Course Creation form to get your courses on-line.

Does your book's publisher have course material that can be put in your Blackboard class? Let us know and we will have your publisher's materials added to your course.

Institutional Research

Need University Statistical Data? Check out the IR Website for online statistical data. You will find the Mini Profiles covering fall semester information such as enrollment, graduation and retention rates, and faculty and staff data; The Institutional Fact Book, providing descriptive information about the various aspects of the institution, such as student trends, fiscal year enrollment, faculty and staff data, and Coordinating Board public university comparisons; The Registrar's Report, a semester report containing semester enrollment data, degrees awarded, grade distribution, and distribution of lecture and laboratory classes; and links to other useful resources.

Telephone Services

If you'd like advice and assistance in setting up departmental voice mail systems, please give Betty Brewer a call at 43777. Betty can also work with you to determine various techniques to transfer calls to different staff members during peak hours.

Mail Services

We have a new Postal Clerk arriving May 1st in the Post Office. This is Rowe Creaeger. Rowe was the Manager of the Post Office back in the late seventies. He graduated from SHSU, went into the teaching field and has recently retired. Drop by the Mail Service center and welcome him back to SHSU.

Training Calendar   Security Information   Software Guides

Computer Services   **Institutional Research**   **Mail Services**

June 2002

NEWS

- **Viruses**
- **Security**
- **SHSU Menu**
- **Training**
- **Blackboard**
- **Institutional Research**
- **Telephone**
- **Mail Services**

Note:
Contact the **Helpdesk** at 41950 if you have computer software, hardware, or telephone problems.

Update Archive

2002: May, April, March, February, January

2001: December, November, October, September, August, July, June, May, April, March, February, January

NEWS & INFORMATION

Viruses

Many of you are still being bothered by the klez virus. Your e-mail will show that "so and so" sent you a virus. However, it was **NOT** really from that person. Klez changes the "from:" field in the e-mail header. You may even get a reply from the virus services on the mail server saying you sent someone a virus, but it really wasn't you. So don't yell at the e-mail's listed sender! It wasn't really from that person!

We have updated the Virus scanner, so you may now be receiving more e-mails back indicating there was a problem with your e-mail. Last month, we asked that you scan your home computers---please continue to do so as this virus is still spreading. We will be disabling user's accounts when we find the virus generated from their computers.

Security

Staff members: Your original PIN was your birthdate. When's the last time you changed this? Have you ever changed it? Your PIN is an important part of accessing University databases, and as such, must be treated as a password. Please take a moment now to change to a six-digit number that's not easy for someone to guess. Additionally, your e-mail password should be changed at least once each semester.

Despite the public nature of a University, much of the information on site isnot public information. Social security numbers, grades, medical records and individual research are some examples of private or confidential information. It is therefore necessary and the responsibility of each individual at the University to help maintain the privacy of University information and records. Much of this information is often stored and displayed on desktop equipment that may be publicly accessible. Therefore, it is the responsibility of each user to control access to the information. Some of the measures that can be used to increase security are:

- Use passwords to further protect confidential spreadsheets or documents.
- Position your monitor away from public view. If that's not an option due to space constraints, check with us about purchasing a screen that overlays the monitor, and allows people to view it head-on only.
- **Always** log off when leaving for the day.
- Use password-protected screen savers. You can modify the time limits so they don't come on so frequently while you're working.
- Log off or start your screen saver when leaving your desk. This is just

a very quick ctrl-alt-delete on a PC. Macintosh users: with OS 10, you may activate your screen saver with the Apple, System Preferences, Screen Saver. If you select your Hot Corners option, you can quickly activate your Screen Saver when leaving.

SHSU Menu

To help increase security, we are modifying the login for the SHSU Menu system. As of June 3, 2002, the GUI menu will require your username and Storm password (the one you use for logging on your PCand/or checking your e-mail).

Technology Training

On-campus one-on-one and class sessions are posted on the training calendar for June. Enroll in a course or suggest other ideas for classes that you would like offered. You may also use our Training-By-Appointment form to schedule a training session at a time convenient for your schedule.

Technology training is not the only training available for your department members. If you are serious about enhancing your work skills, you may take classes such as Business Math, Sexual Harassment, Grammar, Time Management, and Customer Service Skills. Check with Christy Cross to be added to MindLeaders. The fee for this subscription service will be funded from the Computer Services budget for faculty/staff that are committed to following through with the training system.

Blackboard

Imagine a student registering for a course and **immediately** being placed in the roster on Blackboard. Picture a student walking through campus reviewing class notes he downloaded to his Palm Pilot from Blackboard. Envision an assessment system with enhanced security; no Internet browsing for answers during exams. Plans are now underway to upgrade Blackboard from Level One to the *Blackboard Enterprise Course Management System*. This will allow us to integrate the e-learning platform with the administrative systems here. Additionally, it will greatly expand the academic possibilities with Blackboard through the Building Blocks program.

Institutional Research

The Office of Institutional Research recently released a report, commissioned by a *Closing the Gaps* workgroup, concerning students who transferred from community colleges to Sam Houston. The report answers questions on gpa, degrees awarded and various enrollment statistics. The report, along with other recent IR reports, can be found in the publications section of the IR Website.

Telephone Services

Did you know that you could check your voice mail from any phone? If you are checking your voice mail from another phone on campus, simply dial the number as you would from your phone (44375) and then press the asterisk. (**44375***) Do not go off-

campus, and then back on, by dialing 9-294-4375.
This just adds traffic to our switch, and slows you down too! Be sure to tell the new employees in your office about this feature. Also, make sure they know they can dial residence life extensions by dialing just the five-digit 6xxxx, and the main campus office extensions with just the five-digit 4xxxx.

If you're going to be out of the office for a few hours or longer, forward your phone directly to voice mail. This way the caller won't have to wait for the four rings. You can do this by pressing the Forward button, press 44375, then press Forward. When you come back in your office, just press the Forward button again, and it will revert to ringing at your desk.

Has your voice mailbox been maxing out with messages? . Please make it a priority to check your mailbox before it reaches the limit and starts rejecting callers. We can increase the size of your box---to a total of 60 minutes. Contact Betty Brewer at 43777 if you have questions.

Mail Services

Many of you have expressed frustration that you don't know how much your postage is going to be. We are now placing a copy of the daily charges in an Excel spreadsheet on the T: drive, in the Common Area, under the PST folder. You can look up your accounts and see each day how much you were charged. If you notice a problem, give the Mail Services Manager, Carl Hicks, a call at 43001, or send him e-mail.

Are you planning on doing a mail-out? If you're sending 200 or more identical letters, you can cut the price in half by doing it as a bulk mailing. If you're unfamiliar with how to do a bulk mailing, give Carl a call and he'll be glad to help get you started. You can get the bags, the rubber bands, and stickers from the Mail Services Center. If you'd like, someone will come over with the cart to pick up your bulk mailing---so you don't to make that trek with the heavy stuff! One more thing: if you're planning a very large mail-out, give us some leadtime so we can ensure we have enough funds on deposit with the downtown Post Office. For instance, if you know you may be spending several thousand dollars, give us a heads-up so we will have time to get the check deposit issued to them.

Training Calendar   Security Information   Software Guides

Information Resources Update

Computer Services	Institutional Research	Mail Services
		July 2002

NEWS & INFORMATION

NEWS

- **System**
- **Security**
- **Training**
- **Blackboard**
- **Institutional Research**
- **Telephone**
- **Mail Services**
- **XP**

Note:
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Update Archive

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Page Ranking/Statistics

SHSU's main page has moved from 6 to 7 in Google's page ranking.

To see where we rank with other schools in Texas and to view the number of hits received by our major web pages (Colleges, Admissions, Alumni etc..), check out our constituency ranking page.

Systems

In June, we had a 2 1/2 hour power outage in Huntsville. The new backup generator that was installed recently allowed the main computer systems to remain up. Although you couldn't work from your building without electricity, we were able to keep the main systems from crashing. This permitted off-campus users to still access our Web site during this time. Our thanks to the Physical Plant for helping us get the new generator in place.

Security

Have you ever written down your password on a yellow Post-it note, and stuck it on your monitor? Look around now and ensure you don't have any confidential information visible to the casual visitor.

Supervisors: are you reviewing your employees' use of programs? You may use MTRK09R, Menu Tracking by Username, to have a log of your staff's usage of Nell programs. This program tracks the beginning and ending times programs were accessed.

Technology Training

This month's training offers special sessions for a solid week for individuals wanting to create or enhance a web site. Bring your vita on disk, personal photos, syllabi, or other items you'd like to work on. We will also have the digital camera available if you'd like a business-style photo taken. This is open to faculty and staff. You can just drop in any day (July 8th through the 12th) from 2-4 in room 316.

July 15th through July 19th, we're offering sessions designed to assist

faculty with getting Fall 2002 classes up and going on Blackboard. These are also drop-in times from 2-4 in room 316.

Blackboard

The contract to move SHSU to the Enterprise version of Blackboard has been signed and is in the mail. So we're close! Blackboard representatives will be coming to campus soon to help with our conversion.

Faculty: please **change your passwords on Blackboard**. This is another area where you need to be very conscious of the security of the system. Do not give anyone else your password to the Bb system. As an instructor, your password allows access to additional areas---and we want to ensure that only authorized individuals have those permissions.

Jacob Spradlin has created a new Resource Center to assist current and future Blackboard instructors. Encourage faculty in your department to check it out.

Institutional Research

Most of our students come from Harris, Walker, and Montgomery counties--- which probably isn't surprising news. However, you might be interested in some of the other statistics available through the Institutional Research Factbook. This resource also provides 10-year trends.

Telephone Services

In a continuing effort to improve the University's standing as a service-oriented institution, please **answer your telephone promptly**. A caller forms a first impression of you and the University in about 30 seconds. Use these 30 seconds to create a positive image for the University. Prompt answering helps to build a reputation of efficiency for you and the University. Always **state a greeting and your name** when answering. Callers like to know they have reached the correct department and who they are talking to.

If you need to forward a call, first give the caller that telephone number for their future reference. **Stay on the line** until the other department answers. Don't just say "Transfer Call!" Instead, tell the receiving office who you are and the basic nature of the call. That way, the receiving office can be prepared for the call and the caller won't have to repeat everything.

Mail Services

As of June 30th, the postage rates increased. First class letters are now 37 cents, post cards are 23 cents, priority mail is $3.85 and Express mail is $13.65 for up to 1/2 lb. Money order charges have changed also. Up to $500, the charge is still 90 cents. From $500 to $1,000, the charge will be $1.25.

These higher costs make it even more imperative that any mail that can be sent bulk rate should be. If you'd like assistance in preparing a bulk mail-out, please visit with Carl Hicks at 43001. Save funds on mailings---so you can use that budget for other items!

The process has started with delivering mail to departments. We are still working out the timing and the best system to do so. We hope to have that formalized by the Fall semester. If you have any questions or concerns, please let us know.

Windows XP

If you're ready to switch to Windows XP, you may put your name on our waiting list. We will begin converting systems as soon as we have a Virus Scanner in place. Just e-mail the Helpdesk. Include your username, node number, and building/room #.

Training Calendar   Security Information   Software Guides

Information Resources Update

SH

Computer Services	Institutional Research	Mail Services
		August 2002

NEWS & INFORMATION

NEWS

- **Software Requests**
- **Security**
- **Training**
- **Blackboard**
- **Institutional Research**
- **Telephone**
- **Mail Services**
- **Outlook Tip**
- **Dell Purchases**
- **Lab Reservations**
- **SHSU Page Rankings**

Note:
Contact the **Helpdesk** at 41950 if you have computer software, hardware, or telephone problems.

Update Archive

2002: July, June, May, April, March, February, January

2001: December, November, October, September, August, July, June, May, April, March, February, January

Software for Fall Semester

Requests for software installation were needed by June 1. If you are planning on using a specific software application in your classes, please fill out the necessary request form at this time. This information is requested so that we ensure the application can run from the network. The deadline for the Spring 2003 semester is November 1. If you already know what you'll be using, please give the network programmers a head-start on installing your applications. Allow time in the schedule for you to test it.

Security

Lots of moves will be taking place the next few weeks with the LSC renovation nearing completion and the Fall semester beginning. Please ask for Computer Services technical assistance if you choose to move equipment. (If offices are assigned to students or student organizations, please ensure they receive this information.) The address assigned to each machine matches the exact location, and it's critical that the machine be updated to reflect its new location. You may call 41950 for a work order. This week, a department machine was disconnected and plugged in incorrectly----and inaccurate I.P. addresses were generated. So your cooperation is critical to ensure a secure, efficient network.

Technology Training

We are offering a number of training sessions designed for new employees. Please encourage the new faculty and staff to sign up for one of these sessions. If you have any other training needs, please contact Jacob Spradlin at 43929.

Blackboard

Bb Blackboard
www.blackboard.com

We will be running a test server for Blackboard 5.6 Enterprise in the Fall and are looking for some volunteer professors to host at least one course on the new server. This will allow us to work out the kinks of plugging SHSU's systems into Blackboard. Professors will be able to play with/test any new plug-ins we write for Blackboard. This should enhance the teaching and course content creation experience. The caveat to this is we can't migrate the student information to the production server. The actual coursework part can be copied. Check with Jacob Spradlin for the details.

Institutional Research

Graduate Rates Reflect National Trend : According to a recent CNN article,

applications to graduate schools across the nation are significantly higher. The first indication of how this trend might play out in actual enrollment are the summer enrollment figures. SHSU's overall enrollment is up 4.12% for Summer I and 7.61% for Summer II, when compared to 2001 figures. The main driver in the overall enrollment is graduate enrollment, which is up 14.47% for Summer I and 30% for Summer II, when compared to 2001 figures. CNN notes the economy and a dot com backlash as the primary reasons for the increased applications.

Note: Figures are based on 12th day frozen class files. Graduate students are defined as students with an academic classification of graduate or doctoral.

Telephone Services

Staff members: Remember that although you're experienced and familiar with proper phone etiquette, your student workers may not be. Please review with them the following tips:

- Not only **what** you say, but also **how** you say it, affects the way callers perceive you.
- Even if you have heard the same question over and over, do not act as if you are bored. No one wants to feel that they are imposing on you.
- Try to avoid slang or technical terms. Callers are not as knowledgeable about your department as you are.

Mail Services

Sam Houston Press & Copy Center, in conjunction with the Post Office, is now offering bulk mail preparation services for pieces of 5000 and under for all departments and also labeling for on-campus mail. For larger quantities, contact us for scheduling times.

It will be the responsibility of the departments to provide labels in zip code order and postage slips for bulk mailing and labels for on-campus mailing.

For pricing and information please call Sam Houston Press & Copy Center at 294-1856/1857.

Outlook Tip

Would you like to have someone else answer particular types of e-mail for you? This option is available for those users on the exchange server. If you wish to be added to the exchange server, please send e-mail to the helpdesk. You can then name someone as your Delegate. In Outlook, choose Tools | Options and click the Delegates tab. Click Add and select an account from the list, click Add, and then click OK. In the Delegate Permissions dialog box, specify the permissions the delegate has to each of your primary Outlook folders.

By default, a delegate can read, create, and modify in the Calendar and Tasks folders but has no access into other folders. If needed, you can grant varying permissions in the other folders.

Also by default, the delegate receives copies of meeting requests sent to you so he or she can respond to them for you. If you would like for these requests and responses to go only to your delegate, you can specify this preference on the Delegates tab.

Dell Purchases

SHSU has joined with the Dell Computer
Corporation as a premier access client. The
University's membership in this program will allow
the University to leverage its overall volume purchasing to pass along cost
savings on products offered by Dell to individual departmental purchases.
The SHSU Purchasing Department and the Department of Computer Services
strongly recommends that you send your computer-related supply requests
directly to Computer Services. We will then provide you SHSU/Dell pricing
and ordering instructions. Upon your approval and designation of an account
number for billing purposes, Computer Services will forward the order to
Purchasing/Dell and will deliver your new equipment.

<div align="center">

How to Order:

</div>

If you would like a SHSU standard configuration:

1. Print the *Workstation Request Form.*
2. Fax the request form with completed billing information to Computer
   Services. Fax: X41231
3. Computer Services will order the equipment and schedule a time for
   installation.

If you know the specifics of what you want:

1. Access the Dell Higher Education store and select your desired
   products.
2. Add your products to your shopping cart.
3. Save and print your shopping cart information.
4. Email or fax your shopping cart information to Computer Services.
   Email: ComputerRequest@shsu.edu Fax: X41231
5. Computer Services will email a quote, product description and billing
   form to you for purchasing approval.
6. Complete the billing form and fax along with the product description
   to Computer Services. Fax X41231
7. Computer Services will order the equipment and schedule a time for
   installation.

If you have a general idea of what you want:

1. Email or fax a brief description of your needs to Computer Services.
   Email: ComputerRequest@shsu.edu Fax: X41231
2. Computer Services will email a quote, product description and billing
   form to you for purchasing approval.
3. Complete the billing form and fax along with the product description
   to Computer Services. Fax X41231
4. Computer Services will order the equipment and schedule a time for
   installation.

If you have any further questions you may contact Mark Adams at X41158.

Training Calendar   Security Information   Software Guides

Computer Services   **Institutional Research**   **Mail Services**

September 2002

NEWS & INFORMATION

NEWS

- **Single Sign-in**
- **Security**
- **Training**
- **Blackboard**
- **Institutional Research**
- **Telephone**
- **Mail Services**
- **Purchases**
- **Lab Reservations**
- **SHSU Page Rankings**

Note:
Contact the **Helpdesk** at 41950 if you have computer software, hardware, or telephone problems.

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Single Sign-in (UNX1 users)

We know how frustrating it is to have numerous passwords to remember. We are working toward a single password for all our systems. Your Windows password, E-mail password, and the dial-in password were synchronized some time ago. Recently, we've added the ability to map to your corresponding UNX1 account, **without re-entering a password**, after you're logged in on your PC. (Your UNX1 account is where your web page is stored.)

To map to your own account on UNX1:

Right-click **My Network Places**, and click **Map Network Drive**. Select the U: drive, and enter **\\UNX1** as the folder.

You can only be mapped to one UNX1 drive at a time, so you may have to disconnect one before mapping another. To disconnect, right-click **My Network Places**, click **Disconnect Network**. Select the **U: drive \\unx1 \homes**, and click **OK**.

To use your department www account:

If you'd like to map to your departmental UNX1 account while you're logged in to your personal Windows account, right-click **My Network Places**, and click **Map Network Drive**. Select the U: drive and enter **\\UNX1** as the folder. Click **Connect using a different user name**. You can then enter **SHSU\xxx_www** and the Windows password for that account.

For your department or organization web site, you may also log in to that www account on the PC and then access the corresponding UNX1 account without a password.

Security (Filemaker Pro)

The Filemaker Pro template forms on the T: drive open as shared documents allowing multiple users. This presents a potential security risk for confidential departmental documents. Anyone can access and open your Filemaker Pro database this way. When a document is created, a user may select the Sharing properties from the File menu. Three sharing modes exist: Single User, Multi-User, Multi-User (Hidden).

- The Single User mode does not allow documents to be shared over the network.
- The Multi-User mode will allow all users to open your document and view it.

- The Multi-User (Hidden) mode allows you to still share the document, but it will not be listed in the Hosts List.

If you want to share your Filemaker Pro document in Multi-User mode, you can still protect the document by using password restrictions. This feature can be found under the Access Privileges selection under the File menu. For the best security, if your document does not need to be accessed by other users, make sure that Single User mode is the sharing mode used. E-mail Brian Cordeau for assistance if you have questions.

Technology Training

We are offering a number of training sessions this month. Check out the schedule. Also, we're offering students training on Web pages. Encourage your students to attend!

Blackboard

On August 28th, we loaded Blackboard onto a new, faster, more robust server. Here are a few statistics on what Blackboard was and is:

Old Server	New Server
Dual 550 Pentium III	Dual 1.6 Gig Pentium 4 Xeon Processors (1mb cache)
1 Gigabyte of SDRAM	2 Gigabytes of DDR ram
2 hard drives	5 hard drives

This month an implementation team from Bb will be arriving to help integrate our Nell student information with the Bb system. One of the long-term goals of this integration will be to use your Windows password as your password into Blackboard. So we'll cut out one more password!

FYI: There's been a 50% increase in the number of faculty using Bb from Spring to Fall. If you have comments or suggestions for our Blackboard team write to blackboard@shsu.edu.

Institutional Research

We have just installed a new SPSS web server to allow you to access University data and extract specific statistics. We're looking for volunteers to test this new Web version. You don't have to know SPSS! It's designed for all users. Give Troy Courville a call at 43619 if you're interested in helping customize this to your information needs.

Institutional Research has a new staff member. Heather LaFleur joined the team as an Institutional Research Analyst. She is a graduate of Texas A&M University. Her primary areas of responsibility are the SPSS server and External Reports.

Telephone Services

The new faculty/staff/student phone directory has gone to the printers. We expect delivery of the new phonebooks October 10th. Thanks for your prompt assistance in updating the departmental numbers; this allowed us to significantly speed up the publishing of the books this year.

While you're waiting for the new phone directories, remember you can look people up through the online directory. Click the Search SHSU logo on the main University page. Then enter a name in the **People Search**. This will display the mailing address, physical address, e-mail address, and phone number---and for students, their major and classification.

Mail Services

Planning to send a flyer to all students in Residence Life? There are 2,754 residents with on-campus post office boxes. You don't have to spend time individually labeling them; we can quickly put your flyers in each student's mailbox.

Purchase Tip

If you're considering purchasing a new printer for FY03, we're recommending that you avoid the HP Laserjet 1200 Series printers. Our experience indicates these printers are poorly made and do not work properly on our network. They tend to corrupt print jobs and spit out pages of garbage.

Feedback Request

Thanks for reading the whole thing! We need feedback to see how many people we're reaching through this Update. We're going to reward the first dozen respondents---from different departments---immediately with a new optical mouse. Just send e-mail to nancy@sam.edu to let us know you've read this! We appreciate your taking your time to stay informed about the news and changes in Information Resources.

Training Calendar   Security Information   Software Guides

Information Resources Update

Computer Services	Institutional Research	Mail Services
		October 2002

NEWS & INFORMATION

NEWS

- **E-Mail**
- **GUI Menu System**
- **Security**
- **Training**
- **Blackboard**
- **Institutional Research**
- **Mail Services**
- **New Accounts**
- **Dial-In Internet Access**
- **Keyboard Language**
- **New Staff Member**
- **Lab Reservations**
- **SHSU Page Rankings**

Note:
Contact the **Helpdesk** at 41950 if you have computer software, hardware, or telephone problems.

Update Archive

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You've Got Mail!

Sending Attachments

When sending attachments, remember that you're dealing with different platforms and different e-mail systems. Any additional information you can provide your recipient will be helpful. **Include information about the documents within the message**. For instance, if you're on a Macintosh and you send an attachment through Netscape e-mail, the identifying information may be stripped off when the e-mail reaches the destination. So, take the extra time when sending your message to explain: "I'm attaching an Excel 2000 document, or a Macintosh Word document in version 6."

Also, **do NOT include periods in the main filename**. Allow the dot separating the filename from the extension (the identifier of what type file it is, such as *doc* or *wpd*) to be the ONLY period in the name.

Receiving Attachments

When you just click on the attachment, and your e-mail system won't open the attachment, try doing a **Save As**. You can then run a Virus Scan on your document before opening if you're unsure about it. Frequently, if you attempt to open the attachment from within the software that you think the document is in, the software will correctly interpret it and open it. So try opening Word, for instance, and then open the saved attachment.

Avoiding Attachments

It's really preferable to just include the information in the actual body of the e-mail. This will assure your recipient that you're not sending them a virus, speed up how quickly they can read it, and it will eliminate the difficulties in opening different versions of software.

Tired of Nell?

We are continuing to move programs from the Nell system to our GUI SHSU Menu System. You can help us set the priorities for the conversion. If you're accessing a program on Nell that you'd like moved to GUI, send e-mail to Nina Cooper. Suggest improvements for the new program. We want to provide you with information in the format that you can easily use, and we need your help to do that.

Account Managers: The newest program converted to the GUI Menu is the

Budget Balance Report, POST53R. It's under Financial System. This program provides details of expenditures, and you can select these by your departmental code and view ALL your financial accounts. You can create a table of accounts to view also (without having to do any editing at the VMS Nell prompt!). Or you can look at just one account or several.

Going Unplugged

Have you tried using wireless connections yet? Wireless access is now available within the Newton Gresham Library for PCs. We are currently testing OS 10.2. At this time, the wireless access will not work with a Macintosh. Instructions are available to assist you with the setup of your PC laptops. But---before you do start using wireless, are you aware of the risks?

Two of our Computer Services employees, Aaron Bayles and Tim McGuffin, recently attended a DefCon conference in Las Vegas. They competed in an event called *War-Driving*. The goal was to see how many wireless access points they could reach in less than 2 hours. By cruising neighborhoods, they placed third with a total of 338 access points. 70% of these points were completely accessible and 24% were still set to the default factory settings; "an ill-informed script kiddie" could hack them in less than 10 minutes. Tim and Aaron will be spotlighted in the November 2002 British .net magazine.

All that information isn't meant to dissuade you from going wireless. It's just meant to remind you that security is not guaranteed when you login. So if you're at a conference, and accessing the University via a wireless connection, be aware of what you're sending. Some "kiddie" may be capturing all of it!

Technology Training

The Computer Services Department is continuing to offer SHSU faculty and staff the opportunity to participate in an online training subscription, Mindleaders. Check out their Course Catalog and brush up on some old skills or acquire some new ones. Contact Christy Cross if you'd like to access the Mindleaders training system. Special recognition goes to the following individuals for their continuing education efforts through this system.

Faculty/Staff	Dept	# of Courses Passed
Jeff Hesterly	Physical Plant	22
Pat Luna	University Health Ctr	18
Carla Vasquez	TRIES	14
Lela Park	Cashier's Office	13

We are offering a number of training sessions here on campus this month. **A new seminar is the Video Training** in AB1, 213. Check out the schedule.

Blackboard

Blackboard technical representatives came this month to begin the implementation to version 5.6 Enterprise edition of Bb. You'll no longer have to call Jacob and his team to load new students in your classes; the adds/drops will be handled automatically next semester. **You'll** also be able to copy an old class to your new classes. Other new features include the ability to write equations with the WebEQ interface.

If you have comments or suggestions for our Blackboard team, write to blackboard@shsu.edu.

Just the Facts, Ma'am

The Office of Institutional Research would like to announce the release of the 2002 Sam Houston State University Institutional Fact Book. This book is designed to answer the general questions concerning the University, student trends, fiscal year enrollment, faculty and staff, and Coordinating Board public university comparisons. The Fact Book contains information from the student database management file, IPEDS data, Mini-Profiles, the common data set, semester report and special reports generated by Sam Houston's Computer Services department.

We hope that this publication provides not only answers to general questions but enough information to create further inquiries. Any inquiries can be directed to the Office of Institutional Research by phone at (936) 294-3619, fax at (936) 294-4360 or via e-mail at our website.

Snail Mail

Here's a correction to last month's total of on-campus residents. You'll only need 2,550 flyers to stuff in each campus mailbox for the students.

The Box Rent and service charges have now been calculated and forwarded to administrative Accounting to be charged to departments. Departments using a large box are charged $300 and departments with a small box are charged $245. The remaining service charge is based on FY02's postage charged to each account. If you have any questions about these charges, you may e-mail Rowe Creager. We'll be glad to change the charge to a different account if that's needed.

Get Online *Online*

You may now request a computer account for your new staff and faculty online. Their ss# and PIN must be in the University human resource files first. For the individuals that must use Nell, you may download a form and give the appropriate approval signatures for this administrative access. The Computer Services forms, and other University forms, are available from the **Intranet**, **Forms** links.

On the Road Again

Do you need to get online while traveling? The University has signed up with AT&T for corporate Internet access. After you fill out your Travel Application, you may submit a request to reserve your time for dial-in Internet access. We will issue you a username and password, and send you and your department chair a confirmation. We will help you load the access software

on your laptop. The access software includes local phone numbers for major cities. After your trip, your department will be billed just for the time used by you during that travel period.

It's All Greek to Me!

Do you want to modify your keyboard so that you can type in Greek or another language? Instructions are now available to help you change your language settings.
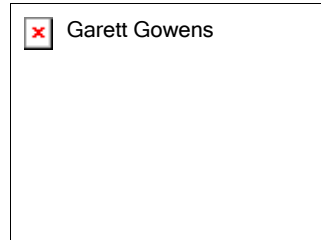
Garett Gowens

Web Help Now On Board

Computer Services has just added a new fulltime staff member, Garett Gowens. Garett is a May 2002 graduate of Sam Houston. While he's been a student here, he's designed a number of the University web sites. He will be heading up our review of all the University web pages to ensure we're up-to-date and also ADA compliant. He'll be contacting you soon with offers of assistance, advice, and technical support. Or call him at 294.1851 if you have design or content questions about your web sites.

Feedback Request

Last month, we requested that you e-mail us to let us know you'd read this. We had a total of 30 people write us. Congratulations to the first 12! The recipients of the optical mice were: Karen Whitney (Biology), Dana Grant (ResLife), Mandy Carrell (ROTC), Kathy Hudson (Registrar), Sissy Johnson (Dance), Sandra Blair (HR), Carol Taylor (Music), Robert Martin (Basketball), Hadley Leavell (Finance), Peggy Ellenberger (FinAid), and Phyllis Kennedy (RTV). Thanks to all of you. If you'd like additional information on any of the above topics or have other comments, just send e-mail to the Helpdesk.

Training Calendar   Security Information   Software Guides

Computer Services	Institutional Research	Mail Services
		November 2002

NEWS

- **E-mail**
- **SHSU Menu System**
- **Turnitin**
- **Security**
- **Bugbear**
- **Training**
- **Blackboard**
- **Institutional Research**
- **Mail Services**
- **Directory Assistance**
- **Microsoft Campus License Agreement**
- **New Staff**
- **Lab Reservations**
- **SHSU Page Rankings**

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NEWS & INFORMATION

You've Got {Spam} Mail!

The survey results are in, and the Spam Assassin filter and blocker are now in place. We are now blocking mail that scores over 20 and marking mail that scores between 9 and 20 as {Spam}. We hope this is helping to eliminate the truly onerous mail that has been so frustrating.

As an example of the complexities involved in handling the mail, CNN, The Houston Chronicle, and Weather alerts send html mail with the <IFRAME> tag in them. This tag allows them to show you cool stuff. Unfortunately, this <IFRAMES> tag also allows malicious people to run potentially devastating programs on your computer. So we had blocked this type of mail. Since it's critical to many of you to receive these e-mails, we are creating a patch to help eliminate this danger and allowing them through. We will continue to try to balance the trade-offs between the campus system security and your freedom and flexibility.

Many of you have asked how you're getting on these spam lists. Have you ever downloaded an e-card viewer plug-in for an on-line greeting? One example identified in the Security Focus Online is a Trojan horse program called Cytron. Instead of receiving an e-card viewer, you get a browser plug-in that delivers pop-up advertisements for pornographic web sites. This plug-in was named Cytron by the FBI. As the editor notes: "This latest threat once again highlights the importance of user awareness in preventing undesirable outcomes." Let's be careful out there!!

SHSU Menu System now accessible on Macintoshes!

We are recommending Macintosh users switch to OS X. This operating system now allows the functionality of running our SHSU GUI Menu system. If you are currently using OS X and would like to access the GUI system, call the Helpdesk at 41950 and we'll send a technician out to add this option to your Macintosh. Take steps now so that you're ready to input your Fall 2002 grades on the GUI system. With the GUI system, you won't have to remember that dreaded Nell password!

Faculty: Worried about Student Plagiarism?

The University has purchased a subscription to Turnitin.com. Faculty may now have their students submit their papers first to Turnitin. This system compares the document with other online sources and scores it for its originality. Ann Holder, Interim Director for the Newton Gresham Library, will be providing you with the details for this new service on 11/11/02. Sign up for the Turnitin Orientation, course 1082.

To be Admin or not to be Admin?

Many users require Administrative Access for installing third party software either for evaluation or day-to-day job duties. We recommend you be granted Administrative access only for the time needed to install the software. By remaining an administrator on your machine, you can delete files that are system-critical. It also makes you a vulnerable target for computer viruses. Many computer viruses only work if the user is an Administrator--since you have to have privileges to infect system-critical files. So play it safe!

Don't Let Bugbear Hurt You!

Bugbear is the virus that causes junk to print on your printers. If you get this virus, we may have to delete your profile and create it anew. Make sure you have a current profile for us to restore. PC Users: Take a moment right now and save your roaming Profile. Click **Start**; **Programs**; **SHSU Utilities**; **Backup**; **Backup Profile, Bookmarks, Address Book**.

There is also a hoax going around instructing you to delete the Jdbgmgr.exe file from your machine. This is only a hoax! This file is legitimate; it just happens to have a bear as the icon. Do not delete it.

Technology Training

Check out the schedule, sign up for Mindleaders online classes, or give us a call and we'll structure a class to fit your department's needs.

Blackboard

We are excited about the progress to the new Enterprise version of Blackboard. To learn how the changes to Blackboard will affect you, we strongly encourage you to attend one of the two Blackboard Upgrade Orientation Days. The dates are: Tuesday, November 19th @ 3:30pm or Wednesday, November 20th @ 1:30pm. Both sessions will be in the Mafrige Auditorium in the Smith-Hutson Building. We would appreciate you RSVPing. We're offering refreshments to help entice you! If you haven't yet tried Bb, we urge you to drop in and find out what's happening.

New Mailbox for Institutional Research

The Office of Institutional Research now has box number 2270. Please mark this in your phone books.

Neither Rain, nor Sleet, nor .....

Our thanks to the Criminal Justice department for sharing their new cart with the Mail Services department during this past "typhoon" season. We anticipate receiving a designated cart soon so that we can dependably get your mail delivered to you.

One Ringy Dingy

Have you needed to get a phone number from Information? DON'T dial 8, and 0! This costs your

department $1.25 each time. You can dial Information with 8+1+area code +555-1212, and it's much cheaper. Or save even more---do it for free from www.switchboard.com. You can look up businesses, individuals, and even map your route there with this Web site. This site is linked from our Internet, Directories Web page.

Microsoft License Agreement

The University has a campus-wide software agreement with Microsoft. This allows you to have Office XP for Word, Excel, Outlook, Access, and Powerpoint for PCs and Office Macintosh Edition (Word,Excel,Outlook Express,Powerpoint) For OS X. **Departments: You don't have to purchase this software for your laptops. Faculty and Staff: If you are doing University work on your home PC or Macintosh, you may also use this software.** We will provide you with a CD for check-out. We have a request form for submission. The licensing has changed; you must load the software and then return the CD.
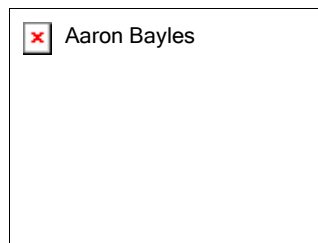
 Aaron Bayles

New Staff

We are fortunate to have a new fulltime staff member in Computer Services. Aaron Bayles is responsible for network software creation/deployment (WinInstall), security updates for the campus computers, software license management, systems administration, and advanced workorder resolution. Aaron has been working for Computer Services since January of 2000, and graduated from SHSU with a BS in Computer Science in 2001.

We are finding it necessary to recruit younger and younger employees. This new programmer is William Thompson. He's got *hours* of experience already and is being trained by Computer Systems Coordinator Robert Thompson and Programmer/Analyst Tracy Thompson.

Questions or Comments: Just e-mail or call the Helpdesk (936.294.1950)

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WHERE DO YOU RANK?

HOW MANY HITS DID YOUR SITE RECEIVE LAST MONTH?

FIND OUT BY VISITING SHSU'S **PAGE RANK LISTING**.

NEED HELP?

CONTACT THE **HELPDESK** AT 41950 IF YOU HAVE COMPUTER SOFTWARE, HARDWARE, OR TELEPHONE PROBLEMS.

Mathematica -The Way The World Calculates

Coming Soon! Mathematica will be on the SHSU network, as well as available for home use. Southwest Texas State and Sam Houston State have joined together to sign a site license with Mathematica. Don't let the name fool you. This software is not just for the Math department. This product is being used in Japan by fashion designers, at Oxford University for teaching Finance, and at the University of Cincinnati College of Conservatory of Music for composing.

Check back next month for the installation instructions.

Christmas is coming; the goose is getting fat!

Mail your gifts and cards early and beat the rush. Holiday stamps are now available. Mail **will** be processed and put in the boxes during the holiday break.

Blackboard Faculty- Ready for a Road Trip?

We are having a lottery in order to send one lucky faculty member to the Blackboard Users Conference at the Baltimore Waterfront Marriott this February. A winner will be drawn from a list of e-mails sent to blackboard@shsu.edu. So just send us your name and you could win an all-expense-paid trip (airfare, hotel, meals, and conference fee). You'll get to see and hear how other faculty are incorporating pedagogical strategies and enhancing the educational experience with Bb.

Go GUI

Faculty: It's time to enter Fall 2002 grades. 40 Macintosh users have just added the GUI SHSU menu capability. If you're using a Macintosh, and haven't yet switched to the GUI Menu, get your request in to the Helpdesk (4-1950) now. You'll avoid having to know your Nell password!

Academic Departments: A new program available under the Miscellaneous section of the menu is BORD05RG. This is a report of textbooks previously used which can be requested by course, college, or department.

It's MAGIC!

SHSU has begun a project to refresh its administrative software. The two key elements of this MAGICal solution are Mimer and SP2. Mimer is a relational database system from Upright Database Technology, Uppsala, Sweden. SP2 is our SHSU GUI system. It's from Flexus Corporation, Bangor, PA. We expect to complete the project within three years. The following five terms illustrate why we are moving into this database solution.

Manageability: There are over 600 files currently being used on Nell. We're combining all these into **one** database with Mimer.

Accessibility: We will be using standard SQL (Structured Query Language). SQL is the standard interactive and programming language for getting information from and updating a database. Mimer was selected, in part, because it's the *only* database management system (DBMS) that is 100% in conformity with the international SQL standard.

GUI: The menus and programs will all resemble the web, Mac, or Windows-type programs you expect. Unlike with Nell, you get to use your mouse!

Independence: The new system will not have to run on Nell's VMS system. It works on Windows, Linux, UNIX, or Open VMS. It will provide interoperability based on open standards.

Client-based: The thin client abilities of the new system will provide our distance learning faculty and students the same environment as our on-campus users. Companies such as Volvo are already using Mimer for their international operations.

Get Profiled

The 2002 Mini-Profiles and the new Fall 2002 Pocket Facts have just been released. The Fall 2002 Pocket Facts' printings are an initial print. If you would like more, there will be a second printing in January. Please call 4-3619 or e-mail courville@shsu.edu to request extra copies.

Technology Training

We know this month is hectic, so there are no courses on the training calendar for December. If your schedule does have some free time, sign up for a Mindleaders online class, or give us a call and we'll design something just for you.

Microsoft Office and Operating System Changes

As of January, all new workstations will be configured with Microsoft Windows XP for the Operating System. If you are interested in having Windows XP installed on your current PC, call the HELPDESK at x41950 and put in a workorder.

After the December break we will be removing access to Office 2000. So if you

haven't already, be sure to install/use the Microsoft Office XP office suite.