SAM HOUSTON STATE UNIVERSITY

Information Resources Update

TRAINING CALENDAR

Computer Services | Institutional Research | Mail Services

News Information

New Netscape
E-mail Management
Phone Etiquette
2000 & XP
Blackboard
Online Apps
Mail Services
Institutional Research
New Staff
Computer Accounts
Security

Software Guides

Computer Services Forms

LAB RESERVATIONS

Archive Menu

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.

Escape to the New Netscape

We recently converted from Netscape 4.77 to Netscape 7.0. We skipped version 6.0 because our tests indicated too many problems. After several months of testing this new version, we found the added features and benefits to be worth the conversion frustration!

Netscape 7.0 is based on Netscape Gecko. This engine is compliant with the newest layout standards. The layout engine is the software that determines how the web page displays on your screen. You'll find that Web pages will look better, and you can view all the latest special effects, graphics, and styles that web developers put into their sites.

One of the new features in 7.0 is Netscape Radio. It's included in your personal toolbar. Radio@Netscape is an easy-to-use player that allows you to choose from over 150 stations.

Size Matters

Are you keeping EVERYTHING? E-mail folders are intended for temporary storage of your mail. You can think of it as the post office. Once you have sent or received something you should then file it away for permanent storage if you wish to keep it. You may use the e-mail storage for short term storage for referral but long term storage should be moved to disk. Think of that as your file cabinet at home where you keep copies of your bills.

Disk space is not actually the problem. However, having a large e-mail folder increases the likelihood of corruption and slows down your response time. This also increases the time it takes to backup your system and impacts the University's overall system performance.

-In Outlook, you can insert a size field by right clicking on the sort bar above the preview pane and selecting field chooser. You can then drag the "Size" field to your sort bar.
-You can see the size of your Exchange mailbox by right clicking on "Outlook Today," choosing "Properties" and clicking folder size. It will give you the total size along with the size for each folder.

Spend the Time

Reminder: If you are transferring a call back to the operator, please do not just say "transfer call" and hang up. We don't want to frustrate the caller by making them repeat what they need. Stay on the line long enough to give the operator the scoop.

Or---even better, eliminate the extra step to the operator. If you can locate the number, please just transfer the call yourself. Hit the transfer button, dial the 5-digit extension. and hit the transfer button again. Then tell the person you're

transferring the call to what the caller is interested in. This will get our callers to their destination that much quicker.

If you'd like for your department members to have a brief visit regarding tips for improved telephone customer service, just give Betty Brewer a call at 43777.

2000 and XP

Do you ever wonder if Bill Gates deliberately tries to make us crazy? There's been lots of confusion regarding Office and Windows XP and 2000.

- Several months ago, we added **Office** XP as the primary office suite, but left Office 2000 on the system during the transition. Office 2000 has now officially been removed.
- **Windows** XP is now available upon request only (contact the Helpdesk if you're ready to convert). Otherwise, your University PC will continue running Windows 2000 this spring. At the end of the spring semester, we will convert all the PCs on the network to the XP operating system. Therefore, the lab PCs will be running Windows 2000 during the spring, and will be switched to Windows XP by Summer I.

Blackboard Conventioneers

Last month's Update offered one faculty member an opportunity to go to Blackboard's convention in February. Due to the large number of entries, Computer Services decided to send two faculty members and the VP for Academic Affairs agreed to send two also. So... on December 11th, Dr. David Payne drew the four winning tickets. The recipients are Gene Young (English), Randy Garner (CJ), Hadley Leavell (Finance), and Mary Ann Bell (Library Science).

Point and Click instead of Paper and Pen

For some time now, undergraduates have been able to apply to Sam with the online Texas Common Application. This past summer, we added the option for graduate students. In the calendar year 2002, we received 7,047 applications via the State online app.

On November 11th, Dr. Eglsaer and the associate deans recommended that we proceed with an online common application for scholarships here at Sam. Fortunately, the State is integrating an online scholarship application with the online application system. The University of Texas is testing this now. We will input all the scholarship descriptions into the system based on the online information. If your department offers a University scholarship, please review this site, and ensure your information is included, complete, and current. Once the State has the system fully operational, we will schedule a meeting to discuss the logistics of actually getting your applications to each of you. Then we'll go live!

Spring is Here!

If you're providing flyers to each student mailbox, we currently have 2,508 student boxes being used for the Spring 2003 semester.

Researching the Institution

Did you know that we had 18% more transfer students in the Fall of 2002 than in Fall of 1998? Did you know that our beginning freshman's average SAT has increased 27 points in the past five years? If you'd like to know about our student population, check out the Mini Profiles.

New Faces and Spaces

Dustin Thornton

Dustin Thornton has joined Computer Services as a Computer Systems Technician. Dustin is a December 2002 graduate with a major in History and a minor in Computer Science. Dustin will be working with the Database Conversion Team. His office number is 125 in AB1 and his phone number is 294-3650.
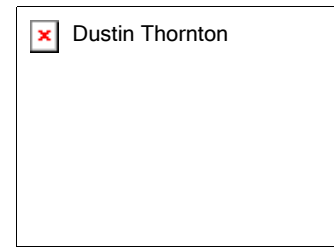
The AB4 building will have a new general access computer lab, room 203. This lab will have 77 Dell PCs. They are 2.4ghz; 256mb RAM with a 15" Flat Panel. Half will have zip drives, and half will have DVD/CDRW's. The new workstations in this lab will NOT have floppy drives. We'll have four Power Mac G4's with CDRW and zip drives.

Our Lab Manager, Bill Thomas, will be housed in this area in room 203D. Additionally, our Web/Training staff members Garett Gowens and Jacob Spradlin (and their student assistants) have moved from the Helpdesk to 203B, AB4.

In Touch Always

Students will now be allowed to maintain their e-mail accounts after they graduate. The accounts will be deactivated only if unused in a six-month timeframe. Another change planned for the student computer accounts: new accounts will be issued with the student's three initials and a three-digit number. As soon as the programming is completed, the STD prefix will not be a part of the new usernames created.

New Year's Resolution

Make computer security one of your 2003 resolutions. Change your SHSU passwords. It's fine for the Nell and PC password to be the same. But if you use them remotely, be sure to change them when you return to campus.

Also, if you have a home PC, download the security patches for Windows. Microsoft released a number of patches during the last few weeks, and our systems team spent the holidays fixing the problems for our network. Take the time to protect your system. If you have a University laptop and have questions, contact the Helpdesk at 41950.

If you have any questions, kudos, comments, or concerns, please **let us know**!

SAM HOUSTON STATE UNIVERSITY
Information Resources Update

February 2003

TRAINING CALENDAR

Computer Services | Institutional Research | Mail Services

News Information

Long Distance
Mail Management
Dell Purchase
Software
Blackboard
Institutional Research
AIT
Technology Training
New Staff
Macintoshes
Security

Software Guides

Computer Services Forms

LAB RESERVATIONS

Archive Menu

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.

Reach Out and Touch for Less

We will be switching from Texan (which uses AT&T long distance) to Southwestern Bell long distance this month. The good news is the price is dropping for long distance to 4.6 cents per minute, and 7.6 cents per minute for the calling card. The cutover should not be noticeable as far as your service. However, if you have trouble dialing long distance or if you receive a complaint of a caller not being able to reach the University, please contact Betty Brewer at 43777.

We will be changing out all calling cards within a week after the cutover. Betty will notify everyone with a card in time for them to pick up their new ones to eliminate any problems.

Save Money

If you're sending more than 200 letters through the U.S. Mail, talk to Carl Hicks at 43001 BEFORE you prepare your mail. Bulk mail is much cheaper, and will help reduce your mail expenses. If you are going to send it first class, and pay the 37 cents per letter, you do NOT have to seal your envelopes. Just keep the flaps up, and the machine can seal them as they put the postage on.

Warning, Warning!

Reminder: We recommend you submit your new computer orders through Computer Services to ensure your workstation will be compatible with the SHSU local area network. You may use the Workstation Request Form.

If your department does decide to purchase a Dell Dimension directly, without going through Computer Services, please make sure that the Dell you purchase does NOT come with a CNet PRO Network Card. These cards are not communicating properly on our network and will disconnect your computer from our network unexpectedly.

Software Requests

FACULTY: Please be sure to request any software on the network that you will be using during the semester *each* semester. This needs to be done even if the software is already present on the network. If we do not receive a request your software may be disabled/removed.

If the software is not already on the network, please put in a software request and bring a copy of the software and any license information to Computer Services AB1 Room 124. Please allow one semester to evaluate, install, and test the software. Keep in mind, not all software is compatible with SHSU configurations, so give us a chance to evaluate the software before any final purchases are made. You don't want to spend a considerable amount of money on software and

licenses, and then find it will not work on SHSU's network. If you have any questions about software, or would like software evaluated, please e-mail us at software@shsu.edu.

Summer installation requests must be received by April 1 and Fall requests by June 1. The software request form can be found on the Computer Services Software Request webpage.

Blackboard

We've survived the initial conversion. We hope the inconveniences were not too difficult for each of you starting the Spring 2003 semester. Remember as you're evaluating textbooks for this Fall, be sure to ask the publishing rep whether they have the component for Blackboard. These cartridges can provide lots of time-saving enhancements to your class.

Sam Houston Joins Consortium for Student Retention Data

The Office of Institutional Research has accepted an invitation from the University of Oklahoma's Center for Institutional Data Exchange and Analysis (C-IDEA) to participate in a consortium for student retention data exchange. The consortium has over 400 members, representing every level of Carnegie classification from Doctoral through Baccalaureate, public and private, large and small institutions.

The data collected is used to generate comprehensive retention reports for the members. These reports examine the retention and graduation rates of students by race/ethnicity and gender against institutional characteristics such as selectivity, institutional size, and control, with each member receiving a customized peer report. The peer reports compare the retention and graduation rates of Sam Houston State to those of 5-20 other self-selected peer institutions.

AITand DL

Faculty: Do you know what those initials stand for? It's your department of Academic Instructional Technology and Distance Learning. James Van Roekel is the department director. He is your technical advisor for the the design, purchase, and utilization of classroom-based technologies; i.e., computers, audio/video recording, playback, and Internet broadcasting.

The Office has recently been awarded a TIFB HE4 grant from which 5 Tegrity WebLearner systems have been purchased for the four Colleges and the Newton Gresham Library. Tegrity WebLearner Platform packages are turn-key hardware and software solutions for converting classroom presentations into multi-media web content for on-demand and live delivery via the internet, employing browser-based viewing and interaction with no special software plugins for students. If you'd like more information, contact James.

GUI now available for more Macintoshes

Previously Macintoshes with dual processors were not capable of accessing the SHSU GUI menu. The new operating system OS 10.2 does allow this function. The upgrade in operating system is approximately $79. After you have received the new system, you may call in a Work Order to the Helpdesk at 41950, and we will install the GUI interface.

Student Access to Nell

Supervisors: Remember it's up to you to monitor your student's use of the critical programs in Nell. You can run MTRK09R by username. Do this frequently to ensure your students are using these programs only when appropriate. Also, please notify the Helpdesk at helpdesk@shsu.edu when you have a student employee with Nell privileges leave your department. Help us protect the security and confidentiality of the University's administrative records.

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. Be sure to let your students know that we are offering FREE training classes for them this month. The Classes are "Introduction and Advanced Web Page Building with Macromedia Dreamweaver" & "Photos for Your Web Page with Paint Shop Pro." The classes will take place on Feb. 10, 12 & 17. Have them keep an eye on the student web page for more details.

New Faces in IR

Brian Cordeau has joined Institutional Research as an IR Analyst. Brian is a December 2002 SHSU graduate with a major in Computer Science and a minor in General Business. Brian will be working with the web site and programming areas of IR. His office number is 319L in AB1 and his phone number is 294-3989.

Sharon Wiederstein is also going to be an IR Analyst. Sharon's office is AB1 319J and her phone number is 294-3619. She has both a master's (Sociology with demography emphasis) and bachelor's degree (Sociology) from Texas A&M University.

If you have any questions, kudos, comments, or concerns, please **let us know**!

SAM HOUSTON STATE UNIVERSITY

Information Resources Update

March 2003

TRAINING CALENDAR

News Information

SamWeb
Mail Responses
Security
Passwords
Software
Tips
Blackboard
AIT
Plagiarism Deterrent

Software Guides
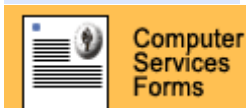
Computer Services Forms

LAB RESERVATIONS

Archive Menu

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.

SamWeb

As a supplement to our SHSU GUI system, we are now providing some expanded systems from our web-based SamWeb. SamWeb is still in its infancy; we will be creating other items on this administrative portal. We are offering an introduction to SamWeb in the new lab in AB4, 201 on March 27th. Make your reservation now, come check out the new lab, and learn about the new system.

To access SamWeb from the University web page, you can click **Intranet** and then **SamWeb**. The following are our first campus-wide systems within SamWeb.

Nell Administrative Reports (Printing and Sharing)

Printing from Nell just got more flexible. Have you ever just wanted a couple of pages printed from a 200-page report? Or perhaps, you've wanted to just show someone else part of your report. The new PDF Printing program handles both those options. You can print just the pages you want directly to your printer; you won't have to walk over and pick up the greenbar printout from the Helpdesk. We are now automatically printing all the Nell batch logs in this way---rather than on greenbar.

1. Use Nell's SHSU menu as normal to create the report. When complete, press CTRL Z. This will take you to the Print dialog box in Nell.
2. Enter Web for the document destination.
3. Enter LP11 for Printer Type.
4. Enter 1 for the Number of Copies to print. Note: You will only need to print one copy to the web, and then you can print as many local copies as needed.
5. Enter the Form type. Use 1LN3P6 if you want it in Portrait and 1LN3L6 if you want it Landscape. (Switch the 6 to an 8 if your report is 8 lines per inch.)
6. Press Enter.
7. From the University web site, click **Intranet,** and then **SamWeb**.
8. Log into SamWeb with your Windows (e-mail) Username and Password.
9. Click the PDF Print link in the Navigation menu to the left.

You may also **share these documents**.

1. On the Web PDF Print screen, select the Radio Button to the left of the file to be shared.
2. Click the Share button at the bottom of the screen. You will be directed to the File Sharing window.
3. Enter the username of the person with whom you wish to share the file.
4. Click Share.
5. Verify file sharing with user, click Share.
6. The PDF Print window will come up stating: File has been shared.

University Key Request System

You may access the key request system for the LSC or AB4 buildings online through SamWeb. As other buildings are rekeyed, they will be added to this system. Approvals will still be required at each step of this system---but they will be completed online. Down the road, we'll have one less form to manually prepare!

Computer Services Work Orders

Our online Work Order system for hardware, telephone, and network requests has been used for the past few months by the Computer Services Helpdesk staff and the technicians. It's now available for you to start using it too. Staff, faculty, and student employees can now access this system to review the status of work orders.

If you would like, you may directly enter your own Computer Services work orders. If you are interested in submitting your work orders online, please attend our brief training session this month.

Let's Get Personal

Please take the time to record a personal voice mail message on your phone. Help present the image that we here at SHSU are professional and friendly---and truly sorry to miss a phone call. Dial 44375, and then press 9, 1, 4. You can then record your message. If you're going to be out of the office and unable to promptly return your phone messages, please change your outgoing greeting accordingly. It only takes a couple of minutes to update it.

Additionally, please make a conscious effort to respond to students' and prospective students' e-mails as quickly as possible. This generation is accustomed to 24/7 service. They don't even remember when our malls were closed on Sundays!

Do you have Administrator Privileges?

If so, here's another area to worry about. **Spyware systems** come bundled in many fairly common software packages. These Spyware systems harvest e-mail and look at your cookies which often contain passwords. If you download one of these packages, it can then capture your information if you choose to browse a financial site. Or perhaps it will record the information you see when you use your SHSU account to access privileged resources here at SHSU. Your downloaded software could cause you to give away University and personal confidential info. Spyware also harvests the e-mail you get and receive. So in effect, you may be signing yourself AND your friends and colleagues up for spam.

The following are some examples of software packages using Spyware: Aureate / Radiate Conducent Timesink, Cydoor, Comet Cursor, Zula & KaZaa Toptext Flashpoint / Flashtrack Flyswat, Gator, GoHip. Hotbar, Limewire, Lop (C2Media), Mattel Broadcast, Morpheus, Realplayer, Spinner, Songspy (IMG Entertainment), Web3000, and WebHancer.

Stay safe and only use the SHSU Program Installation software.

Passwords

Choose a day of the month to change your passwords and then do it regularly. Make this the last thing you do as you leave work and log off. This will give all the

systems time to synchronize and recognize the new password. When you log back in, everything will match. You can change your Windows (E-Mail) password on a PC by pressing Ctrl-Alt-Delete after you're logged in, and then choosing Change Password. If you're using a Macintosh or a PC, you can change your password with your username, ss#, and PIN on the University web site. From the University home page, click **SamInfo, Computer Accounts, Change Password.**

Mathematica

Mathematica is described as a unique combination of numerical packages, computer algebra systems, typesetting and documentation applications, graphics and statistics systems, traditional programming languages (interface builders), and spreadsheets. This software package is now available for faculty checkout for home use. Faculty may request the installation disks from the Helpdesk with our online request form. Online tutorials are available. An additional resource is a subscription to MathGroup. Suggestions for ways to utilize Mathematica in higher education are included on their web site.

Within the next month, the on-campus installation will be available. You can start testing it then for use in the classroom this summer or in the Fall. Mathematica also provides student question and answer support.

Need More Help than your Bifocals?

Ever gotten an e-mail in such a small font that you can't easily read it? There's a quick method of enlarging the viewing font of your Microsoft Office documents if you have a middle scrolling wheel on your mouse. Just hold down the Ctrl key, and scroll with the middle scrolling wheel on your mouse. You can use this in Excel, Word, and Outlook. You can dramatically increase the size of the displayed spreadsheet, e-mail, or Word document.

Blackboard

Have you wanted to use Blackboard, but just didn't know where to start? Maybe you do use Blackboard, but don't think you are using it to its full potential. What is the best way to use the discussion board?

Questions like these are answered in the online Bb course entitled: "***Bb101 - Intro to Blackboard ONLINE***". If you are interested in enrolling in this module-oriented, self-paced course contact Jacob Spradlin.

Tegrity Introduction

Have you ever wished your students could review verbatim a particularly difficult lesson? Or perhaps, you'd like to share your lecture with students at a high school or other university. You now have an opportunity to turn your classroom presentations into multi-media web content for on-demand and/or live delivery via the Internet. James Van Roekel's office of Academic Instructional Technology and Distance Learning is bringing the Tegrity trainers to campus----so you'll have a chance to learn from the experts. Tegrity allows your students to use either Netscape or Internet Explorer to experience your class. An extra benefit with Tegrity is that students do not have to purchase or install any special software plugins.

Tegrity Systems will be here on March 11 and 12 in NGL 302 to offer training. This

training will begin at 9:00 a.m. both Tuesday and Wednesday. E-mail or phone (43129) James Van Roekel if you are interested in learning more about Tegrity.

Turnitin.com

Reminder for Faculty: Turnitin was purchased last semester for your use as a deterrent to student plagiarism. You can submit your students' papers to Turnitin. Turnitin compares the papers you submit with literally billions of pages of Internet content. In addition, Turnitin has a number of proprietary databases and the system can compare the student paper with those databases also. The results of the comparisons are compiled in a customized "Originality Report" for each paper. Just contact Ann Holder, in the Newton Gresham Library, for assistance. E-mail or phone (41613).

If you have any questions, kudos, comments, or concerns, please **let us know**! Don't forget the April 1st deadline for academic software installation requests.
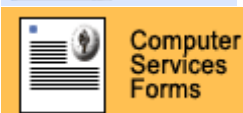
SAM HOUSTON STATE UNIVERSITY
Information Resources Update

April 2003

TRAINING CALENDAR

Calling Cards
Mail
SHSU GUI
PDF Printing
Training
Blackboard
Dell Purchases
Bulletin Board
Security

Software Guides

Computer Services Forms

LAB RESERVATIONS

Archive Menu

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.

News Information

Long Distance

The new calling cards are in and you should have received your replacement cards. If a department needs additional cards, you may contact Betty Brewer and new cards will be checked out to you. Your department will be the custodian of the cards, after you provide the billing account information.

Mass Mailings

We are using the University web site for announcements of general calendar interest to the SHSU Community. This will help cut down on the unsolicited mass e-mails that many of you have been complaining about. If you have something special happening, please contact Frank Krystyniak or Julia May at Public Relations. We pull the Highlights section from the Today@Sam information.

At times, it will be necessary to e-mail all faculty or all staff information. We recommend you not send attachments. Instead, send a link to a web site so that the interested people can download the documents. Also, it's best if you save your documents as PDF files so that users can easily open them, without regard to which version of Word or WordPerfect they're using.

SHSU GUI

Graduating senior reports are now available under Faculty Reports on the GUI menu. You will first be taken to a menu that you can just accept the default printer fonts, and then select your printer.

PDF Printing

Nell Administrative logs are being sent to the PDF Print menu on the Web. We added an "Archive" feature to the PDF Print. Currently, this feature ensures that we don't delete the file in 7 days. Future modifications to this will allow you to add it to the Document Server or archive it to CD.

Training

This month we will be offering a special Blackboard Training course. This course will be driven by the needs of the folks participating in it. We know you've got questions, and we will endeavor to answer your questions and provide solutions that are quick, painless and easy to implement. We will also provide some best practice information that will help you smooth out the rough patches you encounter from time to time in your Blackboard course. We look forward to seeing you this month!

Blackboard

A new Building Block, Search Tool, has been added to

Blackboard. This plug-in gives students the ability to search the content of any course in which they are enrolled. They can search through (1) document titles, (2) document bodies, and (3) document folders. Students and faculty can access this utility by using the Tools button in their left-hand side navigation menu and choosing the Search Content link.

Dell Personal Purchases

SHSU students, faculty, and staff will soon be offered discounts from Dell Computers. We are working with Dell on special pricing for the SHSU community. As soon as the negotiations are complete, Dell will have a web site for your personal purchases. You will receive approximately 10% off the standard home/office purchase price. We'll keep you posted.

Want to get a feel for what Sam students and future students are talking about? Log on to the Bulletin Board and start participating in discussions about the war in Iraq, movies, scuba diving, or eating out in Huntsville. Their topics range from roommates to academic programs. Many of our incoming students are now using the Bulletin Board to make new friends before they ever set foot on campus. You can help welcome them to SHSU and Huntsville and provide real answers to their questions.

Security

Reminder: Please report any missing computer equipment immediately to the Computer Services Helpdesk at 4-1950 and UPD at 4-1794. The sooner we can begin a search for the equipment, the better!

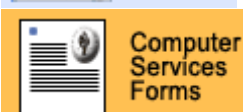If you have any questions, kudos, comments, or concerns, please **let us know**!

SAM HOUSTON STATE UNIVERSITY

Information Resources Update

May 2003

TRAINING CALENDAR

Monitors
Discounts
Media Circus
PDF Printing
Training
Blackboard
Classroom PCs
S: Drives
Security
XP for Labs

Software Guides

Computer Services Forms

LAB RESERVATIONS

Archive Menu

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.

News Information

Upgrades for Free

We have a small supply of 17" monitors available. If you are still using a 15" monitor, we'll be glad to provide you with a used 17" CRT monitor instead. Just call the Helpdesk at 41950 and place a work order (while supplies last).

Personal Purchases

Apple is offering discounts to students, staff, and faculty at SHSU for personal purchases. The University Apple representative is now working with us to provide a customized web site for our campus. Check back at the Computer Services web site; it'll be posted soon.

As we mentioned last month, Dell is also offering special pricing for the Sam Houston community.

Media Circus

Thanks to all the people that assisted with the Academic Instructional Technology and Distance Learning-sponsored show on the 29th. This collaboration involved several academic and administrative departments. Lots of interesting capabilities are now available for faculty use in the classroom and in research.

One of the new gadgets demonstrated at the Circus was a USB Memory Stick, also called a Flash Drive. They can replace your floppy disks in PCs or Macintoshes. Memory Sticks are cheaper than adding Zip drives and CDRW's. The sticks vary in size with storage for up to one gigabyte of data at this time. The costs vary and in fact are changing daily! However, as an estimate, they are $40 for 64 mb and $75 for 128mb. If you'd like to order some for your department, just let the Helpdesk know, and we'll get a current quote for the size and quantity that you want.

We'd like to announce the ten winners of the Memory Stick door prizes. They are: John Swartz, Bill Bridges, Mary Ellen Sims, Gary Smith, Bill Fleming, Barbara Polnick, Joe James, Ann Holder, Hadley Leavell, and Gerald Kohers. Congrats to these individuals! To our winners: just call the Helpdesk at 41950 to schedule a time for us to deliver your Memory Stick. We'll be glad to show you some of the tips for using them at that time.

PDF Printing

If you are printing files from Nell, you should now be getting e-mails notifying you when they are completed and available for PDF viewing. No more old-fashioned greenbar printouts that you have to walk through rain or shine to pick up in AB1.

If you want to return to the location of your files, and you don't have the URL, you can still easily find the Web page. From the University Web site, click Intranet and SamWeb. If you'd like to know more about SamWeb, we're offering a special training class on May 7th at 2 p.m. You may sign up now.

Training

Special recognition goes to Lisa Teague from the Cashier's Office and Carla Vasquez from TRIES. Since January 2003, Lisa has passed 20 Mindleaders courses and Carla has passed 18. It's very difficult at times to stay motivated to improve and enhance work skills and abilities. Congrats to these two for their accomplishments.

If you haven't checked out the Mindleaders course catalog lately, look again. Classes range from *PCs for Dummies* to *Interview Skills*. The University Computer Services department will pay your annual subscription to sign up for these courses. You can take these courses from home or work---anywhere you can access the Internet. So sign up to learn something to help you here on campus, and also have access to *Estate Planning* or *Investing Fundamentals* classes too.

Blackboard

When finals come to an end and your students leave for the first summer break, we will begin moving to Blackboard 6.0 with the changeover completed before the Fall semester. This process will involve running a Blackboard test server so we can work out any kinks that might come along before the Fall semester. Many of you have already expressed interest in working with 6.0 during our testing/development phase this summer.

Because we are making this move from 5.6 to 6.0 we moved the old 5.5 version of Blackboard to our original "prehistoric" server. We will completely shut down 5.5 (also known as blackboard9.shsu.edu) by the end of May. So if any of you have old classes you need archived from that system, tell Jacob Spradlin as soon as possible. Some Correspondence users are still using 5.5 for their Bb courses. We will create special temp courses upon request for those users on the current Bb to prevent valuable data loss.

In August we will be hosting two "Getting to know Blackboard 6.0" days (refreshments will be provided) where we will demonstrate the enhanced new features in Bb 6.

Classroom Security

The purpose of the University firewall is to keep hackers out and our University information safe and private. As promised long ago (like years!), we have now moved the classroom connections behind the University firewall. We apologize that we did not re-notify you *recently* before we made these changes in your buildings.

In order to login through the firewall, your workstation must be specially configured---similar to the configuration for wireless access. Once the connection has been configured on your PC/laptop, it's just a simple click away. At login, check the small box beneath the username and password which says, "Connect using dial-up networking". This will utilize the VPN connection, and automatically log you in as usual. If you need assistance, just notify the Helpdesk at 41950.

The S: Drives

During the past month, we experienced a number of brief downtimes with our S: drives. We realize how critical this storage space is to you, as well as the reliance placed on it by our students. We have now purchased and installed a new system. The SHSU S: drive server has been upgraded and has a lot more room.

All student quotas were increased from 20mb's to 70mb's. If students exceed the 70mb's, they will receive a warning each time at login, and have five days to get back under the 70mb's before being locked out of their S: drives. We have doubled the absolute limit and made it 80mb's. If students exceed the absolute limit, they will be locked out of their S: drive immediately. If faculty members request additional space for a specific student's project, we will increase the space on a per user basis.

Faculty and staff quotas were also increased accordingly. However, as many of you may have already concluded, we do not lock you out of your accounts---even if you exceed your quota for a long time. So this just eliminates that recurring warning that you're over your quota! A more advantageous benefit of the expanded S: drives for you may be the decreased time necessary for logging off.

Security

To ensure the campus network is as secure as possible, it's essential that we know who has wireless access points in departments or offices. Please help us determine where official University devices are located. We need to verify that they are securely set up behind the firewall.The use of Apple Airports is a particular concern. Please contact the Helpdesk if you are using any of these devices---and you have not previously registered with us.

Windows XP

The January Update mentioned this---but we'd just like to add this reminder. In the interim before Summer I, we will be converting all the University general access computer labs over to Windows XP.

If you have any questions, kudos, comments, or concerns, please **let us know**!

SAM HOUSTON STATE UNIVERSITY

Information Resources Update

June 2003

TRAINING CALENDAR

Computer Services | Mail Services

News

New Software
Discounts
E-mail & Large Files
Training
Security
Labs to XP

Software Guides

Computer Services Forms

LAB RESERVATIONS

UPDATE ARCHIVE

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.

New Network Software

Microsoft Publisher has been added to the list of programs in the SHSU Program Installation Menu (PC). Go to the **Publishing** folder to install it. We hope to soon be adding Adobe Acrobat 6 and Quark 5 to this program group.

Personal Purchases

Apple is offering discounts to students, staff, and faculty at SHSU for personal purchases. Visit the Apple SHSU Web Store.

As we mentioned previously, Dell is also offering special pricing for the Sam Houston community.

Exchanging Large Files?

Have you ever had problems sending a scanned image or large file via e-mail to a friend or colleague? Was it too big to send? Did the recipient's inbox bounce it back because it was too large to handle? Or maybe you've been at home attempting to check your e-mail via modem and it took over an hour to retrieve a particular item.   If so, we have the solution for you!

You can upload the file(s) to your web space and post a link to the particular file in your e-mail. We will be offering training courses on how to do just that this month and in the months to come.

Not only can this solution relieve the e-mail angst you suffer, it also relieves stress on our mail server and network because it reduces the amount of large files being sent back and forth, thereby speeding up your e-mail! If you can't attend a training course or want to find out sooner how to do this, just call Web/Faculty Support at 44495 or the Helpdesk at 41950.

Training

Check out this month's training calendar and sign up for any of our course offerings. The spotlight course this month deals with how to upload large files to your web space and then send a link to friends/colleagues so they can download the file via their web browser.

If you haven't checked out the Mindleaders course catalog lately, look again. Classes range from *PCs for Dummies* to *Interview Skills.* The University Computer Services department will pay your annual subscription to sign up for these courses. You can take these courses from home or work---anywhere you can

access the Internet. So sign up to learn something to help you here on campus, and also have access to *Estate Planning* or *Investing Fundamentals* classes too.

Security: Information Confidentiality

Reminder: The **Common Area** on WNTAP1 is for sharing information with others on campus with ease. It is **not** an area to store confidential information such as social security numbers, full name and address information. The folder is open to access to anyone with an SHSU account and it is this "ease of use" that precludes the Common Area from being a good place to store vital or confidential information.

Thank you for working with us to ensure that we maintain a secure environment for all of our important information.

Windows XP

We are now in the process of converting all the University general access computer labs over to Windows XP.

If you have any questions, kudos, comments, or concerns, please **let us know**!

SAM HOUSTON STATE UNIVERSITY

Information Resources Update

July 2003

Computer Services | Mail Services

TRAINING CALENDAR

Bulletin Board
SHSU Menu
Large Files
Training
PO Boxes
Help
Security
Printing

Software Guides

Computer Services Forms

LAB RESERVATIONS

UPDATE ARCHIVE

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.

News Information

Sam's Board

Have you browsed through the Bulletin Board yet? It's a link off the main University page under News & Info. You can create your own screen name and be a vocal part of communicating with our students and visitors. In the past ten weeks, the number of Board members has risen by almost 50%. This open forum addresses approximately 400 topics--so you can see there's a wide variety of interests for the Sam community. We need you to be proactive; listen to the student concerns and questions.

Students are venting about Orientation, talking about politics, questioning policies, and just getting to know one another. Please jump in to the Sam conversation. After all, it might be your department they're talking about!

SHSU GUI Administrative Menu

We are just now adding the *Section Maintenance* function to the GUI menu. You'll be able to update your Fall 2003 sections as of July 14th on the SHSU GUI Menu using SECT01MG under the Miscellaneous category. The Registrar's office will be offering training on using the new programs. Two training sessions will be offered: Wednesday the 16th and Thursday the 17th. Each session will be at 2 p.m. in NGL 200. Let us know you're attending----reserve your place now.

Computer Services will also be there to help if you have any questions about the GUI menu system itself. If you haven't yet tried using it instead of Nell, take this opportunity to find out more. Other new options are POST41RG and POST40RG. These provide you with the *Account Detail by Reference*, and *Account Detail by Account* and are now under the Financial System category.

Under the Payroll category, we now have PBUD28RG, *Personnel Budget Records*. You can use this program to view all the payroll transactions for an individual for that fiscal year. This view also provides the job title, pay grade, and the minimum and maximum scales for that grade.

Sharing Large Files

Last month we suggested you save your large files on the Unix server where the web documents are stored. We recommended you upload the file(s) to your web space and post a link to the particular file in your e-mail.

This month, we have a follow-up tip. You can use Winzip to password protect files. If your information is sensitive or confidential, this will give you a further assurance that only the person that you want to access it will. Another suggestion is that you then communicate with your recipient to ensure you can delete it promptly once they've downloaded it themselves.

Training

July is Hands on Training Month for faculty and staff at Sam Houston. Jump in and "learn by doing" in 3 separate and very useful courses.

Faculty, bring your syllabi, class notes and PowerPoint presentations and get them online during our *Getting your Course Materials on Blackboard* course.

Learn how to exchange large files via the Internet without bogging down any e-mail server by enrolling in the *Large File Exchange* course. Finally organize your address book and clean out the clutter of a spam filled Inbox by completing the *Microsoft Outlook: Distribution Lists & Spam Filtering* course.

Just Boxes, Not PO Boxes

Here's a quirky change! Sam Houston State University addresses should not have the P.O. abbreviation as part of the official mailing address. The University actually owns the boxes in the Mail Services area, not the United States Postal Service. The USPS has asked us to not use the P.O. in our addresses. So the next time you're revising your business cards, stationery, web pages, or other documents, just put your department name, and then Box XXXX, instead of including the P.O. abbreviation. (This would also hold true if you have a personal box here on campus; drop the PO from your address.)

SHSU Help

There's an icon on your PC desktop that says SHSU Help. Macintosh users may also access this from the Blackboard fast link. Bb is the academic course management system, but it's also a great way to communicate easily, and provide in-house training. Your username and password are the same as you use for your e-mail. All the Computer Services software guides are being moved into Blackboard.

Staff/faculty now have a section just for them in this system with the documentation and step-by-step guides that affect them. You can also suggest that your students access their section. You can post questions, suggestions, or other ideas to the discussion forums with Bb. One of the members of the web/faculty support team will post a prompt reply.

Security

Change your passwords! We know it's a hassle trying to remember it, but it is essential for our University system's protection. Here's a tip for ways to make the password something hard to guess, while easier for you to remember it.

1. Substitute a letter with a number. For instance, decide that an S will always be an 8, an A will equal a 4, or an I will be replaced by a 1.
2. Use Capital letters part of the time.
3. Then think of a phrase saying something memorable or fun, and use just the first letters of each word.

For instance: *I think Disney World is fabulous* would give me the password of 1tDW1f. At first glance, this sounds really complicated, but it would take a very long time to hack so it's good for our system. And you're almost guaranteed that as you say the sentence to yourself each time you log in with your nonsensical password, you'll smile.

Administrative Printing

Since many of you are now using the Web PDF print for your Nell files, much of your printing can be done in your office. As you know, there are still some files that are being printed at the Computer Services Helpdesk area. To save you a trip across campus to pick these up, the Mail Services area will be including these in your departmental mail deliveries. If you do NOT want this personal delivery, and would instead prefer to pick them up, please notify Lucrecia Neff by e-mail

If you have any questions, kudos, comments, or concerns, please **let us know**!

SAM HOUSTON STATE UNIVERSITY

Information Resources Update

Computer Services | Mail Services

TRAINING CALENDAR

News Information

Spam
SHSU Menu
Software
Training
Blackboard
Labs
Telephone
Security
Account Creation

Software Guides

Computer Services Forms

LAB RESERVATIONS

UPDATE ARCHIVE

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.

Spam Mail

Many of you had notified us that you were once again feeling deluged with the amount of unpleasant solicitations and garbage. In response, we recently lowered the Spam filter from 20 to 13. So now the mail server will automatically trash any mail that is evaluated with a total of the key markers equalling 13. At this point, if it's calculated as over 9 and up to 13, you will still get the mail; it'll just be labeled that it MIGHT be Spam. Then you can decide quickly whether you want to read it or not.

As before, if you would like to automatically trash anything that is labeled as Spam, you can do so. Instructions are available to filter the Spam mail directly to your trash if you use Netscape, Eudora, Outlook, or Entourage. Log in to Blackboard with your SHSU username and password, and follow the step-by-step instructions detailed for each e-mail program.

SHSU GUI Administrative Menu

We're looking for suggestions. What should we call the Graphical Administrative Menu? It was recently suggested to us by one of the deans that calling it the GUI (gooey) menu was bad! So help us rename it. The purpose of this conversion is to help provide easy-to-use screen displays, and also allow you to quickly print administrative information.

Write us back, and give us some ideas. Each person that sends in a suggestion will be placed in a drawing for a memory stick. You can' t win if you don't enter. We already have SamInfo, SamNet, and SamWeb. As you can see, we've reached the end of our creativity. Send us yours.

New Software

- A new version of Paint Shop Pro 7 is now available from *SHSU Program Installation\Presentation\Paint Shop Pro 7*.
- Adobe Acrobat 6 is currently in final testing and should be released before the start of the Fall Semester.
- We have a package for Quark XPress 5.01 but need volunteers to test it on the PC platform. E-mail Steven Piraino with your node number and he can send you a test package.

Blackboard

August 20th will usher in a new Fall semester, and a new Blackboard. Our test migration to Blackboard 6.0 has been a success thus far and we are looking to do the real migration just before school starts. If you are interested in learning how to operate in the new Blackboard environment, we highly encourage you to attend one of our two Blackboard Orientation sessions in August. The Blackboard 6.0 Orientation sessions will take place in the Olson Auditorium in AB4 on August 18th

from 2 – 4pm and August 19th from 10am – 12pm. We will have refreshments and the buzz on the new Blackboard. We look forward to seeing you there!

Lab News

The Evans 157 Lab has been closed at the request of the English Department, and a new lab, Evans 360 is under construction.

If your students need to use a Macintosh, there are labs in the Rather Building. For use other than the scheduled times in Rather, there are Macintoshes in the AB1, 144 lab, and we are adding four Macintoshes to the Newton Gresham Library Lab.

All the Computer Services labs have some machines with zip drives or CDRW's. Encourage your students to use these or memory sticks. Reminder: The AB4 lab, 203 does not have floppy drives.

Telephone Directory

Remember the deadline for your information for the new 2003-2004 telephone directory is August 5th. The Publisher charges us extra if we're late---so we have no choice about the timeframe. We want it to be as accurate as possible, so please help by returning your changes to us as soon as possible. Just drop your pages by the Helpdesk in AB1, 147 or send to Box 2082.

Have you created an e-mail alias yet? If not, now's the time to do so. We can still print it in the new phone directory if you do it right away. With your new alias, you can use your name instead of having to give people an e-mail address with the underscore and department abbreviation. You can do this yourself online through the SamInfo link, Computer Accounts, E-mail Alias Request. You will receive a confirmation e-mail within a couple of days.

Security

Have an old PC or Macintosh that you're turning in to Property? First call Computer Services Helpdesk at 41950. For security reasons, we need to ensure that all data is cleared off your machine before it's sold. Just ask us to do a work order to pick it up, and we'll erase the hard disk for you. Then we will have Property pick it up from us for resale.

A federal law, Gramm-Leach-Bliley, sets many restrictions on the protection of our "customer" information. We need to ensure we do not release any information on our students, faculty, or staff. It actually is a federal case now! If you want to know more about how this impacts your records, requirements are listed in the National Association of College and Business Officers (NACUBO) Report. From the NACUBO page, you select *Advisory Report Archive*, and then *2003-01 Colleges and Universities Subject to New FTC Rules Safeguarding Customer Information*. The University has drafted a policy on this; it is linked from the main University site from the *Privacy* Link. If you have any questions about how your department can comply with these guidelines, e-mail Mark Adams, the Information Security Plan Coordinator for SHSU.

In last month's Update we strongly urged you to reset your passwords. Only 50 people did so. Your password is even more critical for security now since we no longer require you to use the PIN for many of the transactions. Since password protection is the most basic form of security that we legally must be providing, we will be setting expiration times on your Windows/E-mail passwords in the future.

Please change yours now so you won't be inconvenienced by it expiring.

Account Creation

We realize that you want your new staff and faculty to have access to their desktop computers immediately. We want to expedite the account creation process as much as we can, while maintaining a careful control over access. These two goals are almost always contradictory! However, you can create their accounts for use for e-mail and logging on PCs immediately---once their information is in the Human Resource system, and they have a SamID number. Then you print out the actual form if they will need Nell access, get the necessary signatures, and send that to us.

If you have any questions, kudos, comments, or concerns, please **let us know**!

SAM HOUSTON STATE UNIVERSITY
Information Resources Update

September 2003

TRAINING CALENDAR

Computer Services | Mail Services

Worms
Sam Menu
Media Circus
Training
Blackboard
Mail
Telephone
Training
Account Creation
Zip Codes

Software Guides

Computer Services Forms

LAB RESERVATIONS

UPDATE ARCHIVE

WHERE DO YOU RANK?
HOW MANY HITS DID YOUR DEPT 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.

News Information

Yuck! Viruses and Worms!

Not a pleasant way to start an academic year! The University firewall and continuous monitoring did help prevent a disaster with the three recent worms: Blaster, Sobig.f and Welchia. Even though our campus certainly wasn't damaged as badly as some (the University of Edinboro described it as "a nightmare"), it definitely managed to severely overload our resources.

Our apologies to all of you that reached voice mail (instead of a live person) at the Helpdesk this past two weeks. With hundreds of SHSU students plugging into our network without the necessary Microsoft patches, we were more than a little overwhelmed. We appreciate your patience as things slowly return to normal.

If you are in doubt as to whether your computer has been patched, assume the worst. That means DO NOT PLUG IT in to the network on-campus; also, DO NOT DIAL IN to to the University modem bank. Come by the Helpdesk at AB1, 147 and get the Microsoft patch and the worm fix. It is critical for our entire campus that you understand that Blaster, and even worse Welchia, will infect an unpatched computer in a matter of seconds! All that is required is for it to be on the network. We are still receiving **20,000 hits per second** from off-campus; we cannot afford to be hit with the virus from on-campus too! It is always vitally important to the campus network that you continuously update your laptops and home machines with the latest security fixes that Microsoft provides. If you need assistance, just call 294-1950 and request a work order appointment.

One of the methods of infection for this recent outbreak of worms is through the same entry as you would access your personal S: drive or the common area T: drive. Therefore, to protect the campus network, we have had to remove access to your S: and T: drives from your home computers. At this time, you may not map any drives from off-campus. Hopefully, this inconvenience will be short term; we will re-evaluate this as things come back under control.

Outlook Exchange Users: A similar hole exists with mapping to your Outlook Exchange mailbox directly from your home computer. To control the spread of this virus and others like it, we are no longer permitting you to access your SHSU Exchange mailbox via your home computer with the Outlook Exchange program. You can simply use the Web version of Outlook for your e-mail. This can be accessed from the main university web site, with the fast link drop-down box, Exchange. If you'd like to know other options, you may contact the Helpdesk.

The newly-named Sam Menu

Last month we asked for ideas on renaming the GUI Menu, and promised a memory stick to one of the people submitting suggestions. The winner is Marilyn Butler from Economics and International Business. Congrats to Marilyn and thanks to all that responded.

Instead of referring to it as the GUI menu in the future, it will simply be the Sam

Menu. We'll give it a new icon soon.

Media Circus

The Department of Academic Instructional Technology and Distance Learning will be sponsoring a technology mini-conference on September 24, 1-4pm and September 25, 8-12pm in the LSC Ballroom. There will be several groups; including University Computer Services, Newton Gresham Library, Criminal Justice, and Radio and Television; demonstrating different technology applications available on campus and how these tools are being used to create content. Faculty members who would like to demonstrate their use of technology are invited to present.

And best of all for faculty, you can sign up for the drawing! The AIT&DL office is providing an extra incentive for you to attend. The giveaway will be for a Latitude Dell Laptop for use in your academic department.

Staff: You're certainly encouraged to attend too. This is a great opportunity to see some of the "cool" things now available that could help enhance your department---and it will also enable you to help "sell" SHSU to incoming students. Lots of terrific things are going on; come see for yourself!

Invite your students too! Come one, come all!

Contact James Van Roekel for more information.

Blackboard

Lots of classes are offered this month to help you easily and fully use the course management system, Blackboard. Check out the Training Calendar.

You've Got Mail!

The University has just purchased a new mail server. It provides a 4 fold cpu increase and a 30 fold disk speed increase. This has just recently been installed, and with tweaking, will allow us to do more content filtering (better spam checking), provide more secure means of access, and larger quotas in the future. Last week, we reached a peak of 200,000 e-mail messages processed in one day; a normal day is 100,000. The extra load was caused by the e-mail virus precipitated by the Sobig.f worm. Fortunately, with our new system, the

The SamMail software will be replaced soon with a new system. It will provide more functionality than the old version, giving you folders and address books. The new SamMail should be a better solution for you now when you're checking your mail from off-campus. For security reasons, the only mail server that the new SamMail will check will be SHSU's server.

Telephone Directory

Thank you to each of you that responded with your departmental changes in telephone numbers. The new directory is scheduled to arrive October 1st. The cover was provided by Paula Vernick from the President's Office.

While you're waiting for the hard-copy phone book, remember you may use the online version with the Google Search function from the main University web site. Just type in the last name, a comma, and the first name. Select the People (rather than Web) button, and then press the small arrow. It will quickly give you office location, department, username, and phone number.

Training

The Library is offering several training sections this month. Check out the Training Calendar for times and details.

- Turnitin: An introduction to a plagiarism detection tool, this workshop will provide instruction on how to create a Turnitin account and check papers. Turnitin can help teach students how not to plagiarize; faculty can keep papers from being recycled every year and identify papers obtained from Internet sources.
- ILLiad: Learn how to set up an ILLiad account, place an interlibrary loan request and check the status of a request. Entering and editing patron information will also be covered.
- Research Databases in Business and Research Databases in Humanities: Hands-on introductions to electronic indexes and fulltext sources for research. Topics covered included database selection criteria, construction of search strategies and statements, interpretation of search results, and locating information found.

Account Creation

When filling out a computer account request form for Nell, please make sure that it is complete with SamID, signatures, etc. If you are switching to a new department, be sure to note the date in which your old account can be deleted. Also please download the most recent form so you'll ensure you include all the needed details.

Zips

The only time you use the zip code 77341 is when you're having USPS mail sent to your box here. Otherwise, for deliveries to your office physical street address, you should use the 77340 zip code.

If you have any questions, kudos, comments, or concerns, please **let us know**!

SAM HOUSTON STATE UNIVERSITY

Information Resources Update

October 2003

TRAINING CALENDAR

Computer Services | Mail Services

Work Orders
Security
Media Circus
Blackboard
Mail
Directory
Training
Software
Staff

Software Guides

Computer Services Forms

LAB RESERVATIONS

UPDATE ARCHIVE

WHERE DO YOU RANK?

HOW MANY HITS DID YOUR DEPT 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.

News Information

Work Orders

We will be completing the campus-wide conversion from Windows 2000 to Windows XP in the next few weeks. If you'd like to be at the top of our conversion priority list, please contact the Computer Services Helpdesk at 294-1950 for a work order.

If your department is renovating or reorganizing and you need additional network or telephone lines, please initiate that request through the Helpdesk. Our network technicians can coordinate that process with the Physical Plant personnel or the external contractors. Let us get involved from the beginning phases to ensure the infrastructure is in place and the University standards are met. It'll save time and money later!

Macintosh OS X Users: You may now submit a work order through the Helpdesk to have Adobe Acrobat individually installed on your workstation. Faculty members will be using this new software for the Curriculum Form B Request for Addition of a New Course.

Switch from "Social Security" for "Security"

Enrolled SHSU students should not be required to provide their social security numbers on online forms or hard-copy documents (other than payroll items). Students should always be given the option of submitting documents with their SamID instead. Please carefully review your forms, programs, and web sites. If you have any problems with easily processing the submissions with the SamID instead, please contact the Helpdesk for assistance.

Note: Never include the student social security number in the subject of an e-mail message.

Media Circus

We would like to thank all of the presenters for an excellent show and all of the attendees for making the Circus a success. Special thanks to the NGL for helping provide the snacks. Lots of interesting innovations were demonstrated: from tablet PCs to the ILLIAD inter-library loan system. If you'd like to learn more about how you can use technology to enhance your research or teaching, contact James Van Roekel.

On September 30, Maxine Clarke from the Office of the Vice President for Academic Affairs drew the winning tickets for the Media Circus door prizes. Congrats to **Beverly Irby** from the Department of Education, Leadership, and Counseling. Her entry earned her department the laptop grand prize. The laptop was provided by James Van Roekel's Office of Academic Instructional Technology and Distance Learning.

The Department of Computer Services provided memory sticks as door prizes. The

winners are **Don Brown** from Finance, **Caron Cates** from Sociology, and **Judy Smith** from Undergraduate Admissions. Congratulations to all. The recipients may phone the Helpdesk at 41950 to claim their 64 MB memory sticks. (They're on order at this moment.)

> Memory sticks are a great replacement for floppy disks---much more reliable, providing significantly more storage, and they can be used with any USB port. Since many of the new machines are now being built without a floppy disk drive, we encourage administrative and academic users to transition to this new storage device. Currently, a 64 MB memory stick is $28.55. If you would like to purchase some for your department, you can contact Junie Hunt for assistance.

Blackboard

We are currently working with Blackboard to clear up the course statistics glitch and the gradebook inconsistencies that some faculty have intermittently been experiencing.

Don't let those problems discourage you! Blackboard can be used for administrative areas as well as in the classroom. There's a calendar included within Bb, and it can be a great method of collaborating on a major project or committee. If you are interested in getting organized with Blackboard, contact Jacob Spradlin to arrange a special training session. Check out the Training Calendar for other sessions.

You've Got Mass Mail!

If you'd like to send a mailing to the entire faculty or campus, please first forward the e-mail through your associate vice president or your vice president for approval. After you receive approval, you may forward it to the Helpdesk, and one of our staff members will complete the e-mail processing. Attachments will be posted on the web and linked in the e-mail as a URL so that the threat of viruses is diminished.

If you have created the e-mail in an HTML format, many University recipients will not be able to open it. Users have the ability to set up their various e-mail formats as they wish. Due to formatting differences, to ensure all your recipients can view your e-mail, you must also provide it in a straight text format.

Users: if you are receiving these mass e-mails as a blank message, please let the Helpdesk know. We need additional specifics to determine if we can help correct it.

Up Close and Personal

The programming for the creation of Dr. Gaertner's University Online Pictorial Directory is now complete. However, not all the pictures are online yet. We have approximately 250 photographs that have not yet been re-sized. The process is ongoing to get photos of all the faculty/staff, and to re-size the photos for inclusion. If you have not yet done so and would like your photo included, you may contact the Helpdesk at 41950 to set up an appointment for one of our staff or students to come take your picture.

This system is password-protected to ensure that only SHSU faculty and staff have permission to view the photos. You may click *Intranet*, *SamWeb*, and then log in with your SHSU username and password. You will select the + sign to open

the SamInfo directory, open the *Human Resources* directory, and then select the *SHSU Directory*. The search will work the same as the Google Search on the main University page for directory information----except it will include the photos.

Training

The Adobe customer service representative, Tom Dent, will be here Wednesday, October 15th providing training. This will be held in the LSC Theatre at 10 a.m.; so there will be plenty of room to come learn all about the features and options. Adobe Acrobat 6.0 comes with the capability to publish as PDF, create text boxes for online form completion, and provide authenticated signatures. This is the software you will be utilizing in future revisions of the University Administrative Policies and Procedures. Here's an opportunity to learn from the expert; sign up now.

- PC users: You may install Adobe Acrobat by selecting *Start, Programs, SHSU Installation Menu, Publishing, Adobe Acrobat 6*.
- Macintosh OS X Users: You may submit a work order through the Helpdesk to have Adobe Acrobat individually installed on your workstation.

Review the Training Calendar for details on other sessions.

Software Packages

The University purchased and installed Mathematica several months ago. and since this product is considered the Cadillac of math applications, we are not planning to purchase new versions of Maple, MatLab, and Minitab. We have not received any academic requests for this year for this software, so we will remove it from the network by the Spring Semester.

We have just renewed our Microsoft Campus Agreement. This agreement allows faculty and administrative staff members to have copies of Microsoft Office XP for their home work use. You may check out the CD from the Helpdesk after submitting the online request form. Due to the new pricing schedule from Microsoft, our agreement does not include the software for FrontPage.

Your input is always needed to ensure the software purchased, installed, and maintained on the Network is what you need to most effectively perform your administrative duties, conduct your research, and/or teach your classes. For academic purposes, if you will be using a software package in your classes in Spring 2004, you must submit that support request by November 1st---even if this is something currently on the system. We cannot budget our time or funding to ensure your software is available unless you give us a heads-up.

New Staff

The Post Office added a new staff member in August. Marilyn Adams is originally from Trinidad and is a graduate in the field of accountancy. Marilyn will be assisting you at the counter---so be sure to welcome her to Sam Houston State.

In September, Will Bending was hired fulltime as a Computer Network Technician for Computer Services. Will has four years of experience at SHSU as a student worker for Computer Services and TRIES. He graduated from SHSU in May 2003 with a B.S. in Computing Science.

If you have any questions, kudos, comments, or concerns, please **let us know**!

Approved 10/2/03 by Associate VP Jim Stevens for mass mailing to campus.

SAM HOUSTON STATE UNIVERSITY

Information Resources Update

November 2003

TRAINING CALENDAR

Meet the Staff
Profiles
Connectivity
Blackboard
Faculty Computers
Passwords
Training
New Keyboard
SPSS

Software Guides

Computer Services Forms

LAB RESERVATIONS

UPDATE ARCHIVE

WHERE DO YOU RANK?

HOW MANY HITS DID YOUR DEPT 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.

News Information

A Time to Vent!

You're always welcome to e-mail, call, or come in person and let us know what your thoughts are. However, you are officially invited to come on **November 17th**. We'd like for you to drop in that Monday at the **LSC, room 320 from 4 p.m. to 5 p.m.** There will be refreshments, and we're reserving that time specifically just to listen to you.

This is your opportunity to ask questions about changing technology, voice concerns about the current environment, or just meet the faces behind the voices on the phone. Please come!

PC Profiles

You have the ability to regularly save your personal PC profile. If anything goes wrong, (your fault, our fault, nobody's fault!), your profile can be easily reset if you have recently saved it. You can do this by clicking *Start; Programs; SHSU Utilities; Backup; Backup Profile, Bookmarks, Address Book*.

Internet Connection

On October 24th, we upgraded our Internet connection by 50%. This should be evident in your speed reaching other Internet sites. Additionally, if you are home using DSL or cable, you should notice an appreciable improvement in reaching Sam Houston's Web site. (If you are using the dial-in modem bank, you may not detect any difference due to the speed limitations of the phone line.)

Last week, we passed 1,900,000 hits (hits---not visits) on the www.shsu.edu web site in one day. The Department of Chemistry had three of the University's top ten entry pages.

Blackboard

It's time to start planning your Spring Blackboard courses. Soon we will be loading the Spring 2004 course listing into Blackboard. Make sure you know which courses you need copied into the new Spring selection. Remember, you now can copy your course material on your own. Not sure how? Check out the **FAQ** section of the **Blackboard Instructor Center** or sign up for any of our Blackboard training courses this month. You can also contact us at blackboard@shsu.edu and set up a one-on-one training session.

Remember that annoying null or void UserID error you were receiving when trying to access your gradebook? Good news; that error has been remedied, and we are working with Blackboard to clean up the other glitches that you have reported.

Check out the Training Calendar for other sessions.

Faculty Computers

Several years ago, the University adopted the program of providing each full-time faculty member with an office computer. The system has been in place for some time to replace these on a regular cycle. Since many faculty work from home, the office, and/or the road, we are considering a modification to the desktop-only plan. Dell Computer is now promoting a laptop that is rated as their "desktop replacement". This new configuration now provides an alternative solution that could allow faculty members to choose either a traditional desktop workstation or a laptop for their workstation.

Possible Plan:

1. When a faculty member is scheduled to receive a replacement workstation, our technicians would contact the department.
2. The faculty member would have the option of choosing from a regular desktop workstation or a laptop
3. If the laptop is selected by a faculty member, and approved by the academic department:
    - The Computer Services budget would pay $1,500 toward the purchase of a laptop for a faculty member.
    - Each academic department would then pay only the remainder of the expenditure. (Prices range from $2,000 to $3,000 approximately--- so departmental share would be $500 to $1,500.)

This laptop could be configured to function as the faculty workstation by day in offices on-campus, and yet, it would be portable to take home, to the library, or to conferences. Give us some feedback on whether this plan seems desirable. E-mail Mark Adams.

Pros:

- Similarity: You would always have the same exact machine.
- File Storage Dependability: You would know you had your files with you.
- Flexibility: You could move about in your office, use it outside on-campus with the wireless connection, or take it into your classroom---as well as take it home or on trips.
- Cost: Your department would only have to pay a portion of the laptop--- rather than pay the full purchase price.

Cons:

- The reliability: Using a laptop for hours every day is a very heavy-duty usage; it's still unproven how well the systems will hold up.
- The hassle of carrying it back and forth: Laptops are still heavy to lug around. A simpler method of moving files around can be achieved with a relatively inexpensive memory stick.
- The risk: You'd have to remember to bring it back to campus each day!

Passwords

The process of disabling computer accounts with Windows passwords over one year old is now underway. This single password allows you to access your PC, Blackboard, the modem dial-in bank, your e-mail, SamWeb, and the Sam Menu---so you can realize how important your part is in protecting the University's confidential information.

- If you are a PC user, it is very easy to change this password yourself---and keep your University computer account active. Just press Ctrl-Alt-Delete at any time after you're logged in. One of your options will be Change Password. You just have to enter your old password, and then your new one twice, and you're done.
- If you are a Macintosh user, it's still easy---with one catch; you must know your PIN. With it, you can change your password via the SamInfo menu, Computer Accounts, Change Password option. Make your password between six and eight characters.

Training

Review the Training Calendar for details on sessions. We're offering our first class on using Adobe Acrobat on November 20th at 2 p.m. in AB1, 215.

Cool Stuff

Just when you think there's no way they can think of something else new! There's an item called a Virtually Indestructible keyboard. It can be rolled up and taken with you if you hate using a small laptop keyboard or if you'd like one to use with your PDA. One web site described it as follows:

- "Flat-out" design eliminates negative-angle wrist stress, an archaic holdover from manual typewriters.
- Soft silicon-based finish is impervious to water, coffee, cleaning solutions and more
- Unique combination of durability and soft, comfortable feel.
- 109-keys of quick, reflexive typing action for speed and accuracy
- "Inside-out" character printing will NEVER wear off.

If you're interested in knowing more about this, contact the Helpdesk.

SPSS Tips

Want to learn some shortcuts in the statistical package, SPSS? They are offering a free online seminar entitled Tips and Tricks for Easier Data Management. It will be Tuesday, November 11, 2003 - 11:00 a.m. If you would like to register, please contact the Helpdesk.

Cable TV Change

The Computer Services department is assuming responsibilities for cable TV billing and work orders. Campus cable TV billing will now be consolidated into a single University bill that will be redistributed proportionally across University departments that have cable TV service. You may review the letter which will be sent to each department manager for more details.

If you have any questions, kudos, comments, or concerns, please **let us know**!

Approved 11/3/03 by Associate VP Jim Stevens for mass mailing to campus.

SAM HOUSTON STATE UNIVERSITY

Information Resources Update

December 2003

TRAINING CALENDAR

News Information

USPS
OSX
E-mail
Blackboard
XP
PINs
Security
Dell
Training
Projectors
Staff News

Software Guides

Computer Services Forms

LAB RESERVATIONS

UPDATE ARCHIVE

WHERE DO YOU RANK?

HOW MANY HITS DID YOUR DEPT 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.

The Real Mail

- During the holiday break, the Campus Mail Services Department will put up mail on the 30th of December. A skeleton crew will also work Christmas Eve morning. If you have a slip for a package, you can knock on the door both mornings.
- You can now purchase Christmas stamps at the campus post office for your personal use.
- As you're reminded every year, don't procrastinate! Mail your cards and packages as early as you can.
- Always put a return address on the outside of all correspondence, and include the address information inside for packages.
- Don't guess about zip codes. Make sure you have the right one and write it clearly. We get lots of mail here for Humble cause there's is close to ours--- and if not written clearly, it can be coded to come here. You can look up zips on the Postal Service web site. It's actually better to not have a zip code on mail than to have the wrong one.

Macintosh Connections

The Office of Distance Learning and Academic Instructional Technology is sponsoring a special demo on Friday, December 5th. This will be from 10 a.m. till noon in the NETNet ITV classroom (AB1 213). Apple will be showing some of the new interoperability features and system enhancements in Mac OS X 10.3 client and server including greater support for windows operability, authentication, and printing. Contact James Van Roekel if you have questions.

Faculty/staff may connect to their S drives via a Macintosh if they have OS X. Contact the Helpdesk for assistance.

Web-access E-mail

This month we replaced our ancient (by computer terms) SamMail with a new system. This SamMail has many more features including the University global address list. You can also create address books. You click the "Addresses" button which is right below the to/cc/bcc/subject fields to access the global list. The address link at the top of the page is to your personal address book.

If you use Netscape or Entourage, SamMail is a good option for use when you're away from campus. For security reasons, this new version only accesses SHSU mail. Links will be provided to external web sites that permit you to check other mail servers.

We also replaced our version of Outlook via the Exchange Server web link. This is available from our drop-down Fast Links box. This version is very similar to Outlook 2003. If you are using Windows XP off campus you will need to enter **shsu/username** in the username selection box. The new window layout displays

more information on the screen at one time, even on smaller monitors.

Blackboard

The Blackboard statistics function is once again functional! You can now see which sections of your class are receiving the most views from your students. Use the course statistics function and/or tracking button as a measuring stick for your class participation grade. Don't know how to track your students within your course? Give us a call at 44495 or e-mail us at blackboard@shsu.edu and we will be glad to help you out!

Remember, your Spring '03 courses will not be available to you for much longer. As of January 12th they will be removed from your course listing within Blackboard. So act now and copy any information you need to into your Spring '04 courses. If you are not teaching some of those courses for a while, but need to save your course info, let us know and we will archive your course(s) for use at a later date. As always, contact the Blackboard team if you need help or would like us to do it for you.

Windows 2000 to Windows XP

For months now, we have been converting university PC workstations from Windows 2000 to Windows XP. We still have about 700 to go, and it's time! So please be prepared. If you're still on 2000, we will be converting your machine shortly.

Pins and Grade Entry

Faculty: The Registrar's Office has just issued new PINs for your use for grade entry. You will use this as well as your username and Windows password to access the Sam Menu.

Academic Departments: Please don't wait till the deadline. Check with all your faculty now (including part-time, on and off-campus) to ensure that each instructor has an individual computer account username, knows his/her PIN, and can enter grades through Nell or the Sam Menu system.

- If someone needs to create an account, you can assist them in doing it online, and they'll automatically get Sam Menu access.
- If they're on a Macintosh, and plan to use Nell instead for the first time, they will need to request that specifically with the printed form.

Home for the Holidays

Hoping Santa brings you a new PC or Macintosh this year? Remember to add a virus scanner to your wish list. Protect your system and the University's computer network by regularly scanning your laptop or home computer. McAfee or Norton are good choices for your virus scanning software.

The Computer Services department can provide the Norton Anti-virus software disk for your use for University-owned laptops.

Dell Specials

Dell is providing special pricing this month. Check out their deals.

Training

Review the Training Calendar for details on sessions. This month we are offering a special **Blackboard Course Copying** class to help you get ready for the Spring semester. Learn how to move individual items from one course to another or copy an entire course on the fly!

December is the perfect time to schedule some small group training. Does your department/area have a training need? Get in touch with us and we will work with your schedule to set up a time.

As a reminder, the University will pay the annual subscription to Mindleaders for University employees that want to improve their skills. Mindleaders offers a couple of courses on Windows XP---so you have an opportunity to learn about all the enhanced features available with that platform.

Tech Tip

When you are finished giving a presentation using the projector with your PC, first switch it to standby. If you immediately turn off the projector, this turns off the fan. The hot bulb then cools too quickly. This in turn causes the bulb to burn out more quickly. It is preferable to leave the fan running for a few minutes. The expense of running the fan is much less than that of replacing the bulbs.

Good News

We are delighted to share the news that Stephen and Stephanie Lyford now have a son, Owen, born 10/30. Stephen '02, (and getting his master's this month!) works with our laptop and video connections, and is currently on paternity leave. Stephanie '01, '03 was a student helpdesk assistant.

Dan and Christy Cross have just welcomed son Nathan, born 11/23. Dan '01 supervises our maintenance area, and Christy '01 is in our Client Support area. They're both off now enjoying their new family member!

If you have any questions, kudos, comments, or concerns, please **let us know**!

Approved 12/1/03 by Associate VP Jim Stevens for mass mailing to campus.