

LEGEND:



All Users



Academic Users



Administrative Users

January 2007

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**BCC 101**

Since MANY of our staff and faculty today have never worked with carbon paper, the acronym BCC in e-mail is especially mystifying. CC stands for Carbon Copy; a sheet of carbon paper was placed behind your original in the typewriter, and you made extra copies. The typist noted at the bottom of the letter that a "carbon copy" was being provided to someone else. The "BCC" stands for Blind Carbon Copy, and the original recipient was not told that anyone else was getting it.



This terminology has carried over to the electronic world. One reason that you may want to utilize BCC is to keep your recipients' e-mail addresses private. The [US-Computer Emergency Readiness Team](#) explains the security, as well as practical, benefits of hiding the e-mail addresses with the BCC option.

**Need for Speed**

Want a faster computer, but can't justify buying a new one? There are many things that can help your computer to run faster. Increasing the amount of random access memory (RAM) is one. If you like to have many different programs open at the same time, and your computer just doesn't seem to handle it, try upgrading the amount of RAM in the computer. On campus we recommend having a minimum of 512 Megabytes. If you are using complex applications, 1024 MB is preferable.



Can't remember how much memory you currently have here on-campus? On-campus with your PC, click *Start, All Programs, SHSU Utilities, SHSU Check Computer Utility*. Check your Memory Configuration.

Using Apple's OS X, click on the Apple icon, and select 'About This Mac'. The amount of memory is listed on the screen. If you would like your campus computer to be upgraded, give our Helpdesk a call at 294-1950 to place a workorder, or enter a [Purchase/Quote Request](#) through the [SHSU Computer Services Work Order](#) system. We can assist you in your upgrade process or make recommendations on how to proceed with the computer you have.

Wanting to upgrade your personal computer? If you are using Microsoft Windows XP right-click on the *My Computer* icon and click *Properties*. Listed under *Computer*: will be the general specifications of the computer, one of those should show the *MB of RAM* which is the amount of memory in your computer. [Kingston technologies](#) has an excellent database of computer specifications that allows you to search for the right type of memory for your computer. [eHow](#) has a guided walkthrough on how to install the RAM.

To verify the amount of memory you have on your Macintosh: If using Apple's OS X, click on the *Apple* icon, then select *About This Mac*. The amount of memory is listed on the screen. There are individual how-to's for upgrading your RAM on [Apple's website](#). Select your model, then search for 'memory'; this technique yielded the best results for a walk-through.

**eHarmony--computer-style**

Want a "truly compatible match?" Before you hook up with a new computer, printer, or scanner, let the SHSU inventory team



help develop your profile.



Do a Purchase/Quote Request through the [SHSU Computer Services SamWeb Work Order](#) system when you want to purchase workstations or peripherals. We can help match your purchase with your needs, while ensuring the relationship will flourish on the SHSU LAN. As an example, HP Laserjet 2600N and 3600N printers suffer irreconcilable differences with the LAN due to driver issues. The HP Laserjet 2605DN and the 3800N live happily ever after on the LAN. Just check with us first so we can use others' experience to help you.



Training

Turnitin, the anti-plagiarism-prevention web tool, will now be a component of Blackboard. To add a Turnitin Assignment, all a Blackboard-using Faculty member needs to do is go to the assignments section of their course in the *Edit* or *Control Panel* view and then use the drop-down menu on the right hand side of the screen and select *Turnitin Assignment* and hit the *Go* button. [Training](#) is scheduled for January 9th.

Individual one-on-one training is always available.



Log Off, Keep On, and Happy Holidays

Be sure to log off before you leave for the holiday break. However, be sure also to leave your workstations ON. One reason is so that you can get the software updates and changes that will be made. You may preview the new version of [Internet Explorer](#) which will be sent to campus machines during the holiday break.



On Thursday, December 21st, we will be continuing the database conversion. From 5 p.m. till 8 p.m., the SHSU Menu, SamMenu, and SamWeb functions may be unavailable.

We plan to do some major work on the network on December 23rd and December 24th, which may intermittently disrupt everything--logins, e-mail, dial-ins, the web site, etc. Hope you are all enjoying the holidays during that timeframe---and won't be inconvenienced by the downtime.

On Wednesday, January 17th, we will have another evening for the database conversion. The SHSU Menu, SamMenu, and SamWeb functions will again be unavailable during the 5 till 8 time period.



Blackboard

We will not be moving to a new version of Blackboard during the break after all. After numerous e-mails and phone conversations with Oracle and Bb, it was decided to postpone this update. We will either try for Spring Break or wait till the end of the Spring semester. There are significant changes in the new version with the forum. We will be asking for your input as to the best timeline to schedule the conversion.

Are you teaching two or more sections of the same course? Would you like to put them together so that you don't have to "reinvent the wheel" for each section? Then you are looking for the perfect combination. Contact blackboard@shsu.edu and let us know that you want to combine sections or courses and we will handle it for you.



Staff Changes

Jim Dowdy will be joining the programming staff in January. Jim received his SHSU Bachelor of Science in Computing Science in 2005.



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versions 2, 3, and 4. The supported version of Microsoft's Operating System is Windows XP.

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- Hardware Configurations: The minimum requirement for SHSU Local Area Network support for a PC is a 1Ghz processor, with 512mb RAM, and a 40GB disk. The minimum requirement for a Macintosh on the LAN is a 733 mhz processor, with 512mb RAM, and a 40GB disk.
- Computer Services may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each Graduation will be set aside for scheduled outages.

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February 2007

**Tough Week Here---Want the Details?**

One bad disk drive, a daily 11 a.m. login crunch, and a flawed software install led to a week of difficulties. Thank you all for your patience; special thanks to those of you that called just to say you felt bad for us!

S: drives for many faculty and staff were impacted this morning (2/1/07) due to a bad disk drive. This was repaired at approximately 8:30 a.m. If you are still having any problems saving to your S:\ drive, contact the Helpdesk for assistance.

Dreamweaver 8 was installed on Tuesday night (1/30/07) across campus. This purchased software's install stored temporary files on the root directory of our campus computers. The problem came when the software installation continued by "cleaning up" your C:\ drive of any files that were not in a folder. This unneeded "cleaning" deleted a file needed just to start your computer. We appreciate your responding to our request to not reboot. It should now be fine---but please do not just reboot when you read this! We are requesting that you just reboot sometime this week as you routinely would.

The past few days, at 11 a.m. as classes are changing, we have been seeing a problem with students not being able to log in. Our systems team is monitoring this at this time and proposing a number of solutions. We hope to have this resolved soon.

**Speak, Hear, and See**

Faculty: Looking for ways to engage your students who are auditory-learners? Wanting a rebuttal for all the times students complain about all that reading? For an example of how the Newton Gresham Library is using audio, check out the [Today@Sam story](#). NGL is creating [podcasts](#) about Huntsville and Sam Houston State University.

Does just the word *podcast* make you feel a bit lost? [Learning Circuits](#) starts by just defining the term itself, then discusses the podcasting trend, and offers a number of value-added reasons to take the plunge. Besides helping auditory-learners, podcasts can give a boost to non-native speakers. The Office of Academic Instructional Technology and Distance Learning has prepared a [how-to](#) for you to create your own class enhancements. Visit with [James Van Roekel](#) to learn more.

**Speak no SSNs, Hear no SSNs, See no SSNs**

Do not use social security numbers ANYTIME that you do not absolutely, positively have to by law. Do not place them in the text of the Work Order system. The work orders are not considered confidential. Instead use usernames and/or SamIDs. Either of those can uniquely identify the person.

**Change is comin' but not yet**

On January 29th, Bill Gates celebrated the launch of a new Microsoft operating system and the new Office 2007. We've had stability for four years----been nice, hasn't it? Since this is a major change, we will be giving Microsoft time to work out the bugs. Our current target, to change operating systems from XP to Vista, is Summer 2008.

At this time, we are *planning* to install Microsoft Office 2007 by Fall 2007. Please give

us [feedback](#) if this poses a problem with your textbook selection. We will keep you posted on these changes.

Blackboard

This semester, we've received many calls and e-mails asking how you can copy content from one course to another. You can find detailed step-by-step [Flash demonstrational movies](#) on [copying an entire course](#) or [copying individual course items](#) on our Blackboard software guides page.

Need to add a teaching assistant to your Blackboard course? Just have your department chair, program coordinator or department secretary use the SamMenu program under Computer Services. It is BLUL01MG - Blackboard TA Entry Maintenance. TA's can now be administratively added to the Bb course via this program.

Have any questions about any of our tips for Spring 2007 or any other Blackboard thoughts? Contact the [Blackboard team](#).

Shop Till You Drop

Thanks to those of you that are using SamWeb's [Computer Services Work Order System](#) for your purchases of computers and peripherals. If you haven't yet tried it, now's the time; use the Purchase /Quote Request option. If you want to buy Dell equipment, there is a [web site](#) link from the [Computer Services](#) page which lets you create your own E-quote. However, since the University is working very hard to improve our HUB purchase percentage, we may ask one of the Dell HUB resellers to rebid it. The University will then purchase from the HUB, and yet you still receive your Dell warranties and products. Keep this in mind as you create your E-quotes.



To ensure that your order can be properly monitored, we are now striving to keep all correspondence within the WO system itself. We will be attaching the payment authorization form and other quote PDF's to the WO itself. If you have problems opening the documents, please check with the Helpdesk. We can help you set the file associations on your browser. You can add attachments to the WO system, even after it has been created, with the View option.

Help us help the Property office maintain a proper inventory. When you create the initial purchase WO, add the usernames of the individuals that will be actually getting the item. The more information you can provide initially the better chance we can order the best item, deliver it quickly, and find it later at inventory time.

We're offering a [training session February 21st](#) at 2 pm in AB1 215 on using the WO system. We will specifically focus on the purchase/quote process. Please sign up and come if you would like to know more, and/or give us feedback on ways to streamline and simplify.

Training

This month's [training opportunities](#) include how to place a *Turnitin* assignment in your Blackboard course so you can conveniently check papers online for plagiarism, a session on managing your e-mail inbox, so you can cut down on the clutter and a class that details how you can copy content from one Blackboard course to another. For those of you that missed the Blackboard-Turnitin training last month, we are offering it on three different days. As always individual one-on-one training is available.

Staff Changes

Rolando Saenz (ras016) is joining the Computer Services Client Support team February 1st. Rolando received his SHSU Bachelor of Business Administration in Management Information Systems in 2002. He has been employed with TDCJ, and will be working with our maintenance team. Rolando may be helping fix your printer or computer soon.

We are also pleased to welcome Jason Fuermann (jbf005). Jason is a December 2006 graduate of SHSU's Computing Science program. He has been a student worker for

Computer Services, and will now be heading up the Voice over IP campus project with the Systems team.

Tanya Gray (tdg004) will be working within the Client Support team with purchasing and inventory. Tanya Gray is a 2006 cum laude graduate of the college of business administration and is continuing in the master's program. Tanya started as a student worker in inventory in 2003.

Suzette Kohers (ucs_sml) has stepped down as the assistant director of the Administrative Programming group and will be focusing on the thousands of programs that we still need to convert for our database conversion. This position of assistant director has been posted with Human Resources. In the interim, just contact Mark Adams (ucs_mca) if you have specific concerns about the administrative programming.

Robert Thompson (ucs_rat) has been named as the assistant director of the Systems team. Robert has been with Computer Services since 1996, and received his Bachelor of Science degree in Computing Science from SHSU.

Lots of changes can get confusing for our campus community. However, please just call or e-mail the Helpdesk if you have questions. The Helpdesk will ensure the right person gets the information.



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March 2007

**STATA**

SHSU is in the process of adding a new statistical package to the campus network. The Office of Graduate Studies and the College of Humanities and Social Sciences have purchased 17 licenses for STATA for campus use. We plan to have it installed in the next week. Please send us a note letting us know if you are interested in using it. We want to ensure we have sufficient licenses for the demand and will e-mail you when it is ready for use.

**Spring Forward Earlier**

In the United States, Daylight Saving Time starts three weeks early this year: March 11th (the second Sunday in March) and ends one week later: November 4th (the last Sunday in November). This expanded DST timeframe was mandated by Congress as an energy-saving plan. Unfortunately, it is now being compared to Y2K; lots of last-minute programming is needed for computers and other dated devices, such as smart alarm clocks and Blackberries.



SHSU has applied patches to campus computers to handle the earlier time change. To ensure you receive patches such as these, please remember to log off each day, and reboot once a week.

Since we cannot be sure how each of you have responded to this problem, we have decided to NOT run the Outlook calendar fix. We do not want to risk changing your scheduled appointments back if you have already reset starting times yourself. We strongly urge you to personally double-check any scheduled meetings from March 11th through April Fool's Day.

You may update your calendars on your laptop or other computers yourself from the [Apple](#) site or the [Microsoft](#) site.

FYI: Europe's version of DST is called *Summertime*. To further complicate international communications, Summertime is not synchronized with the U.S. DST. The scheduled time shift for Summertime is March 25th and October 28th.

**Listen Up**

Two state agencies were recently sued for not providing programs that let you hear instead of view information. SHSU wants to ensure we meet our legal obligations and provide a welcoming environment for users with disabilities. We are just beginning our annual web site audit. By state law, any key entry sites accessible from the main agency site, must comply with federal and state guidelines. If you maintain your departmental site, enroll in one of our two SHSU Web Compliancy courses this month. We'll show you how to make sure your site passes the compliancy examination and will demonstrate how your site sounds using the JAWS reader. We appreciate your prompt responses to updating and modifying your web sites.

**Help Us Help You**

Save time and frustration by using the SamWeb Work Order system whenever you need profile fixes, programming help, software support, telephone assistance, networking lines, computer maintenance, or technological purchases. Let us know of any legal or financial constraints, the number of people impacted, and the end result needed. Tell us what troubleshooting steps you have already taken, such as logging in on a different computer, printing to another location, or saving to new device. Give us

as much information as possible.

We would appreciate your help in making sure that the WO system is intuitive. Come be a part of our focus group on Wednesday, March 7th, at 9:30 a.m. in AB1 131.



Document Imaging

The campus has been slowly moving toward a SamMenu system of scanning university documents into digital format. If you have used the previous Docman product or are just now interested in digitizing your campus hard-copies, it's time to plan the work. The software interface is just one part of the discussion. The real meat of the process is determining first what should be scanned, then which department should scan it, who should have access, how long scanned copies have to be retained, and lots more. Please join in creating a true campus document imaging system.



We will be meeting Friday, March 9, in AB1 213 from 9 a.m. to 10 a.m. Please RSVP so we can ensure we have enough hand-outs.



Blackboard

Have any questions about any of our tips for Spring 2007 or any other Blackboard thoughts? Contact the Blackboard team.



The Wow Doesn't Start Now

Windows Vista (Microsoft's *The Wow Starts Now*) was recently released. Unsurprisingly, it does not yet work perfectly with other vendor's software or printers. Microsoft has released a list of software applications that have been "Certified for Windows Vista" as well as "Works with Windows Vista.". Although the list contains hundreds of applications, it does not include some of the heavyweights such as: Adobe (Photoshop, InDesign, Acrobat, Dreamweaver, etc.), McAfee Antivirus, Filemaker Pro, Mozilla Firefox, and SPSS.



The currently released specification list of hardware needed for Windows Vista is demanding. While the minimum requirements do not stray far away from SHSU's current standards, they do push the limits. An additional problem is the lack of support hardware manufacturers are providing. Many manufacturers have released drivers which allow the hardware to *function* within Windows Vista, but they have not released final, tested versions of their drivers. Without stable drivers to operate the hardware of your computer, your computer will, in turn, be unreliable and not function as needed.

Therefore, we recommend you not upgrade to Windows Vista at this time. If searching for a new PC or laptop, you will likely see that it only comes with the option for Windows Vista. We have a site license to install Windows XP on SHSU computers. Even though your new equipment may come with Windows Vista, we will continue for this next year to install Windows XP on it to ensure you have the ability to run the software you need. We are planning on switching to Windows Vista sometime during Summer 2008.



Training

In addition to web page compliancy courses, this month's training offerings include a class on the Turnitin anti-plagiarism tool inside your Blackboard courses and a session on customizing your Blackboard courses to make them easily navigable.

Does your department need a crash course in Blackboard? Would you like your office staff to be more adept at filtering e-mail? Then why not set up a group training session for your department, program, or area. Just send an e-mail to our training group.



Staff Changes

We are pleased to announce that Jacob Chandler has been named as an Assistant Director for Computer Services. Jacob's area will be the Administrative Programming. Jacob has a B.S. with Honors in Chemistry and an M.S. in Computing and Information Science, and he has been an adjunct to the Computer Science department. Jacob is currently pursuing his doctoral degree in Educational Leadership here at SHSU. Being at Sam Houston is pretty much a family tradition of the Chandlers: parents, grandparents, wife, aunts, uncles, and cousins--all Bearkats.



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**Grade Us on the Grade Program**

The Grade Entry program will have some modifications made before the end of the Spring Semester. For instance, you will no longer have to type in the slash marks in the date. If you have other changes that you feel would make this program easier during your stressful end-of-the-semester, please forward them via e-mail to the [Helpdesk](#).

**Payroll Stubs**

Need to provide proof of employment for financial reasons? Access the [SamWeb](#) system, select *Payroll, Pay Stubs*. You can print your pay stubs for your specified pay date. The Payroll Office (Estill 228 or extension 41094) is ready to assist with any questions.

**Mail Now and Save**

The U.S. Postal Service has received approval to increase postage rates. The first class postage rate will go to 41 cents on May 14th. Periodical rates will increase substantially; that price hike has been postponed until July 15th. Beat the price increase with any large mail-outs beforehand.

**Software**

New mathematical and statistical software has just been installed campus-wide: HLM (Hierarchical Linear and Nonlinear Modeling) LISREL (Structural Equation Modeling), [MPlus](#), and [STATA](#). We will begin testing [Adobe Acrobat 8 Professional](#) in one of the Newton Gresham labs, and if successful, we will install it throughout campus soon thereafter.

We need feedback regarding your use of FileMaker Pro; the upgrade price is over \$3,000. Please [let us know](#) if FileMaker Pro is essential for your office use. We will use your responses to determine if it is needed, and if so, how many licenses must be purchased.

**Who, What, Where, How, and Why?**

We know the "when" is always ASAP. In order to help us ensure your purchases are made "as soon as possible," we need details for who needs the item, what the item is (naturally), where it will go, how you will pay for it, and why you need it. If there is ever a case, where you do not require it immediately, please let us know that too.

In many cases your college, VP's office, or the Office of Graduate Studies may be purchasing items for your department. For inventory purposes, the actual receiving department must be noted on the purchase order. If you are buying equipment that will be placed on inventory such as computers or printers, include the person, building and room number, and department inventory name. The Computer Services [Payment Authorization Form](#) has been modified to request the necessary info. We will send you the form for signatures when we have the quotes prepared. We are offering [training](#) this month to ensure you can help track and approve your technological purchases.

**Blackboard**

Another opportunity for change is the revamped



Blackboard Wiki. (Bit of history: the first wiki site was created in 1995. So this *new* technology is really *old!*) Training will be offered on 17th and 19th. Please take an hour to learn how to use this collaboration tool.



The upgrade to the newer version of Bb is now planned for Memorial Day Weekend. Due to the May mini-sessions, the window of opportunity is very limited. We do not have a definitive time estimate for the disruption of Bb during this time. Unfortunately, this creates a last-minute roll-out of Bb's version 7.0 only days before Summer I. At SHSU, it appears the availability of scheduling downtime is disappearing!

Training

A one-hour session is being offered specifically for academic support staff. Many of you are tasked with purchasing the equipment needed for classrooms and your faculty. Please attend a hands-on session designed especially for your particular office needs. This class will be April 13, from 2-3 pm, in the Criminal Justice Building, room A111.

Organizing your records for the Document Imaging System will be a training option this month. This training is also April 13th; it will be from 10 a.m. till noon in AB1 213.

Please register so we can plan accordingly.

We have four used HP4050 printers available free of charge, first-come, first-served. Send us a note telling us why your department needs a printer. This month we are also giving away four cases of paper. Just tell us you would like it a case and we will deliver to your department. Thanks for reading the Update!

An Update Repeat from Way Back When

- **Don't space out!** Have you noticed that filenames may default to the first line of the document when you're initially saving? That default option will take the initial line and save it as the file's name. That means a number of spaces are included. Virus scanners recognize a large number of spaces as a red warning flag. The "bad guys" frequently name a file and then deceive the recipients by having an *.exe at the end of all those spaces. Therefore, the University mail scanner will quarantine your attachment if it has too many spaces.
- **Do not use periods in your filename.** Since the naming convention adds a period with the file extension, make that the only period in the name. The University's mail scanners also quarantine attachments that have multiple periods in the name. Again, this is a safety measure to ensure a harmful file isn't being allowed through where it can damage your system, your Contacts' systems, or the University system.
- Faculty: If you're having papers submitted through e-mail, please inform your students of these name security safeguards.

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- Software Packages: The supported versions of office suites are Microsoft's Office 2003 and WordPerfect 12 for PC's. **This fall Microsoft Office 2007 will replace Microsoft Office 2003.** The supported version of an office suite for Macintoshes is Microsoft Office 2004.
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National Lambda Rail

SHSU has joined the [NLR](#). If you want to collaborate with scientists elsewhere, it just got easier. Find out more about the [possibilities](#) with NLR.



Almost Time To Relax

The Registrar's Office is generating new personal identification numbers for faculty to use in grade entry for Spring 2007. Make sure you have that new PIN ready for grade entry.



Remember to log off when you leave for the May break. Power outages can wreak havoc on your profile if you are logged on. Just leave your workstation turned on and logged off. Enjoy your break!



Training

A one-hour session is being offered to show you how to request, approve, and track your technological purchase via the SamWeb Work Order System. This class will be May 17th, from 10 a.m. till 11 a.m. in the Criminal Justice Building, room A111.

A new course is being offered this month, *Higher Ed 101*. If you're new to the collegiate working environment, this course was created to explain the ropes of university hierarchy, terminology, stress points, and funds. Come find out why staff have resumes while faculty have vitae; how an "11" account differs from a "10" account; and more. This participatory class will be May 16th from 10:30 till noon in AB1, room 213.

Microsoft Office 2007 will replace Office 2003 this fall. You know you will be too busy then to learn something new. Take the time during this May iterim to get a preview as to what's changing in Word 2007. On May 22nd, at 10 a.m., come hear about the changes in AB1, room 213.

[Register now.](#)



E-mail Alerts

SHSU has added a couple of new tags to your e-mail. In addition to the "spam" note indicating it is likely junk mail, you may now see "disarmed" and "fraud".



The "fraud" tag will show up in the subject of e-mail which has a web page link if the link does not match the displayed text. For instance, the link at the bottom of an e-mail may actually go to "go5.travelpn.com", but the link text is "www.travelocity.com". This example is perfectly innocent. However, phishers (criminals looking to steal your credit card information) will do the same thing. In a phishing case, the link text might display "bankofamerica.com" but actually point to their site where they will capture your confidential information.

A fraud alert provides you a quick notice that something is amiss so it is up to you to protect yourself and the system. Bottom line: only follow links in any e-mail if you are *certain* they are trustworthy. Be *especially* careful if the e-mail is marked "{Fraud}".

The "{Disarmed}" tag means that the SHSU mail scanner removed potentially dangerous <script> tags from the e-mail or modified the link from a {Fraud?} e-mail. Removing <script> tags is a safety measure since they can be used to remotely run potentially dangerous javascript on your machine.



Least Privilege

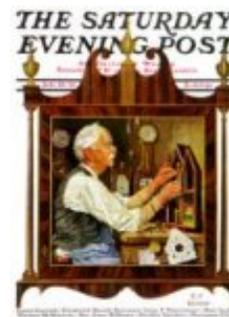
Supervisors: In the past, we have asked you to visit with your departing staff members to ensure you realize fully what programs they use so that you can determine what will be needed for their replacements. If a staff/faculty member is leaving the university, menu access will automatically be removed on the date listed by the Human Resources office as the last day of employment. If you need someone's access removed prior to their final day on payroll, please ask HR to share that earlier date with us.

If you have a staff member transferring to another department, add a checkoff item to his/her last day with you. Review administrative program access, whether on SamWeb, SamMenu, or Nell. Decide if these programs were provided expressly for your office functions. Use MITX06RG on the Sam Menu to review a list of programs to which your departing staff member has specifically been granted access. Program owners can use MITX07MG on the Sam Menu to easily remove access to multiple programs. Please notify other program owners (from the MITX06RG report) that your staff member is leaving your department and will not be needing programs they own specifically tied to the staff member's job in your department.

Administrative Program Owners: When you receive a request for permission to a menu program, follow up with questions to departments if you are unsure why a requester should receive access to a program that you "own." As the owner of a Nell, SamMenu, or SamWeb program, you must review who has access to your program. You should be able to respond to audit staff that you are confident only users that should have access do. Your ownership responsibility is delineated in the Texas Administrative Code for Information Security Standards.



Don't Just Give Us the Time; Build Us a Clock



Please include as many relevant details in your SamWeb Work Order requests as possible. If your WO is for a programming modification needed for a problem, include first the actual name of the program, for example POST53RG. Add in the choices made when the program failed or did not work as expected. Examples of specifics that will help are semester and year, SamID, CID, building number, fiscal year, or the account numbers. The more information you can provide, the more likely we can duplicate the error. We can then *hopefully* diagnose and fix. Attach PDF examples of the report if the error is in the report.

We may be reassigning the WO to "Waiting on User" with additional questions for you. You will get an e-mail from the WO system telling you that. You will then need to log in to SamWeb and add the needed details. At anytime, you can check your Inbox to see the WO's waiting on your response and you can look at the Open Work Orders to see all the WO's that you have requested.



Software

We did renew the licensing for FileMaker Pro. Thanks for your feedback. We are still testing Adobe Acrobat 8 Professional.



Blackboard

Inquiring minds want to know the fun, exciting or innovative ways you are using Blackboard. Are you streaming media? Do you use the blog or wiki collaboration tool? How are you encouraging discussion in your course? We want to hear from you. Share your secrets to Bb success. Just send an e-mail and let us know how you are connecting with your students. Your ideas will be posted online to share with the Blackboard faculty community.

Wikis: they're not just for breakfast anymore. Last month we started offering wiki training for your classes. Our online guide walks you through how to set your wiki up. You can use the wikis to host group projects and student portfolios. Another possible use is a bit off the normal classroom path. Perhaps you and a colleague are working on a collaborative research project. You can utilize a Bb Wiki to jointly work on your content. The wiki stores previous versions so you can see the differences between what you and your colleague(s) have posted. The wiki can also be used on large levels such as a department wiki. If any of these suggestions awaken your interest, come to one of our Wiki courses this month or sign up for one-on-one training. We can also tailor-make a course for your department; just ask.

Blackboard Version – Movin' On Up A Bit Further Down the Road. Change in Plans: The new version of Blackboard will not be installed prior to summer school as we had announced. Instead Bb 6.3 will remain up throughout the summer. The timing was just too close to ensure you had a workable Bb by Summer I. Instead we are going to order more hardware and "ramp" up the power and redundancy options before we install 7.3. We are targeting July 1st as the date that the new system will be available. Beyond resolving some technical issues, Bb 7 gives us a newly revamped discussion board and some important bonus features for the Blackboard gradebook. We appreciate your patience as we work to ensure you have access to

the features you need in the new Blackboard.



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- **Operating Systems:** The supported version of Macintosh machines is OS X, versions 2, 3, and 4. The supported version of Microsoft's operating system is Windows XP. Tentative plans are to move to replace XP with Windows Vista Summer 2008.
- **Software Packages:** The supported versions of office suites are Microsoft's Office 2003 and WordPerfect 12 for PC's. This fall Microsoft Office 2007 will replace Microsoft Office 2003. The supported version of an office suite for Macintoshes is Microsoft Office 2004.
- **Hardware Configurations:** The minimum requirements for SHSU local area network support for a PC are a 1Ghz processor, 512Mb RAM, and a 40Gb disk. The minimum requirements for a Macintosh on the LAN are a 733 Mhz processor, 512Mb RAM, and a 40Gb disk.
- **Computer Services** may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each graduation will be set aside for scheduled outages.

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[Web Page Rankings](#) | [Web Server Stats](#) | [Homepage Archive](#) | [Portal Server Statistics](#)

Approved for campus-wide mailing by the SHSU Associate VP for Information Resources

Legend:



All Users



Academic Users



Administrative Users

June 2007

UPDATE ARTICLES

- [Inventory](#)
- [Classroom Software](#)
- [Training](#)
- [Student Workers](#)
- [Blackboard](#)
- [Staff Changes](#)
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Inventory Time

As you know, each summer the Property Office (via the State of Texas) requires an inventory check. Since the majority of faculty workstations are provided through Computer Services funding, our department needs to verify the location of hundreds of items campus-wide.

Student assistants from Computer Services will be asking for your help in finding these laptops and desktops. The student assistants will be wearing identifying name tags. Should you find the need to question the presence of a student worker, please do not hesitate to call 4-4880 (UCS-Inventory) or 4-1950 (UCS-Helpdesk). We appreciate your assistance.



Making A List & Checking It Twice

Faculty: Each semester we ask that you list which software you will be using as part of your coursework. The deadline for Fall 2007 was June 1. Since you're just now getting this reminder, we'll give you 30 days grace. Please [let us know](#) what you plan on using next year by July 1st.



In Spring 2007, we deleted software that was conflicting with another version. We were unaware the old version was still being used. Turns out that removal caused a couple of classes some hardship! We want to make sure that does not happen to you next year, so let us know what you need.

This coming year with the transition to Office 2007 and then Vista, it is critical that you specifically notify us which software is needed. Software that is not requested will be removed before we convert to the new system.



Summer Schooling

The Administrative Accounting office will offer two sessions this month. Topics will include using Nell and SamMenu for financial functions, preparing purchase vouchers, travel vouchers and tracking your accounting transactions through the Budget Balance Report. If you or someone in your department is fairly new to SHSU fund accounting, this is a great opportunity to figure out how to read the reports and understand the ins and outs. [Sign up now](#) for the June 26th or 27th classes.

Reminder: Microsoft Office 2007 will replace Office 2003 this fall. You will be swamped then and Word 2007 is substantially different. Come now and get an overview of the changes; you'll also receive a Quick Source Word 2007 handout. [Register](#) now.

This month's offerings also include PDF form training which will cover how to fill them out, as well as, an overview of how to make a PDF document into a form that can be filled out. [Register](#) now.



Flown The Coop?

Supervisors: did your student workers graduate or just leave your department? Please e-mail the [Helpdesk](#) with their usernames if they had access to your departmental T: drives. We will ensure their access is removed.



Software

Netscape 7 is being removed as it has not been supported or updated in several years. The browser, Firefox 2.0.3, is available if you prefer an alternative to Microsoft's Internet Explorer browser.

We will be installing [Adobe Acrobat 8 Professional](#). At this time, Adobe has not updated their products to be compatible with Microsoft Office 2007. We will keep you updated as the software companies modify their packages.

Thanks for reading the Update. This month we're having a drawing for 512Mb memory sticks. We have five to give away and will take entries till noon on June 4th. [Send in your note](#) telling us why you need one.



Blackboard

Everything takes longer than anticipated. However, we are still on track to have the new version of Blackboard up for you by July 1st. We are optimistic that once it is available, you'll be very pleased with the new features. As soon as we have a working system for you, we will send out a direct note to you inviting you to preview it.

[Jacob Spradlin](#) will be attending the Bb conference this summer. If you have questions or suggestions that you would like him to pass on to the Bb developers, here's your chance. He won't be shy about asking!



Staff Going and Coming

We have to say goodbye to two Systems Team Members.

- Dan Owen and Tim McGuffin are leaving for other opportunities. We are grateful to them for their years here at SHSU and wish them all the best.

Fortunately we get to welcome two new Systems Team Members.

- Rob Marti (ext. 43804) has accepted a position as a computer systems specialist. Rob is an SHSU Computer Science major and will be a sysadmin.
- Ronnie Jackson (ext. 43557) will be a programmer/analyst. He has attended UT-Tyler and San Jacinto College and brings a broad range of experience--including NASA. Ronnie will also be a sysadmin.

Mateo Zuniga (ext. 44880) will be joining the Client Support area as a computer systems technician. Mateo has attended SHSU as an MIS major and will be responsible for the inventory and purchase/quote responsibilities.

We have several openings and a couple of military deployments at the moment and are therefore a bit shorthanded. We are especially grateful for your patience right now.



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Legend:



All Users



Academic Users



Administrative Users

July 2007

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- [Check-up](#)
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The SHSU Web Site

SamInfo To Be No More: As of August 1st, we will officially remove the [SamInfo](#) page. [SamWeb](#) will now be the complete administrative web portal. Please check all departmental documents or web pages and remove any references to SamInfo.

New Home Page for Sam: It's time for a new university web presence. Last year 17 million hits were recorded on [www.shsu.edu](#). We need a fresh look and for the past few weeks, we have been getting input from students through the SHSU Bulletin Board. You are now being invited to be part of the focus group to design the new page. [Review the page designs](#) and vote for your choice. Please include in the text of your e-mail ideas for improvements.



Don't Dread This Annual Physical

Laptop Clinic: On July 17th, from 2-5 pm, we will be providing tips (and a complimentary 512 MB memory stick) on how to best use and protect your laptop. Bring it in and learn hands-on how to make sure your laptop is getting the latest Windows updates or see that the virus scanner is running regularly. You will also have an opportunity to install Office 2007 on your laptop.



If your department has laptops that are only used occasionally, please bring one to this clinic. We recently had a faculty member leaving for an overseas trip in a matter of hours with an uncharged battery, out-of-date virus scanner, and an unpatched operating system. Take the time now to make sure your laptops are working well before you have to dash through customs. [Sign up](#) for your spot in this session which will be held in the White Hall computer lab.



Training Options

This month's training [calendar](#) has several choices: Word 2007, PDF's, profile management, Bb, and the laptop clinic. Reminder: Microsoft Office 2007 will replace Office 2003 this fall. Training on Word 2007 will be offered this month; [register](#) now.

Corrupt profiles cause all our campus community heartache. Please come learn how to better manage your documents and how to set an example for your students. You should never store documents on your desktop. Your roaming profile will take longer to log in and it increases the likelihood that you can lose those documents. Come [learn](#) account management best practices.



Auld Lang Syne

July 1st may seem premature for new year felicitations, but it takes careful planning to ring in a new academic year while



still in the old (almost-out-of funds) fiscal year.

- Want to get the faculty member's username and e-mail address before they're officially processed through the dean's office, provost office, HR, and payroll? Use the SAFS08MG program (*Request E-mail Account for New Faculty*) on SamMenu to add the person to the database early. After you have administratively added the new faculty member, they can activate their computer account online with [SamWeb](#).
- Is the new tenure-track faculty member a new position for your department? If he/she will need a computer, please place a [Computer Services workorder](#) within SamWeb under the faculty member's username and room location. Please have your requests submitted by Monday, July 11th so that we can ensure we can order the workstations, inventory-tag them, image them, and get them installed prior to start of classes.
- Have you checked that the new faculty offices have sufficient ethernet connections? Include this in your WO if needed.
- Are you fortunate enough to be in the the most rare of situations, where you have some funds that you can spend before year-end? If so, you may want to consider adding another wireless access point to your floor. You can add a WAP for about \$600. Just do a SamWeb WO and we'll get it ordered for you.



Grade Change Simplification

Faculty members can now request grade changes for students from a new program on the Sam Menu. GRDC01MG, *Request a Grade Change*, will generate an e-mail from the faculty member to their chair to give notice of the request. Input required is the semester year, the student's SamID, the course prefix and number, the old and new grades, and a short justification.

Chairs (and subsequently deans) will use GRDC02MG, *Approve a Grade Change*, to approve the requested changes. After the dean has approved the change, an e-mail automatically notifies the Registrar's office to update the grade on the transcript.



Blackboard

What's New in Blackboard 7.2? In late June, Sam Houston State University upgraded to version 7.2 of the Blackboard Learning System. As of July, your Fall Blackboard classes will be hosted on the newer version, while your Summer II courses will remain on our Blackboard 6.3 server. Some of the improvements in the upgrade are the:

- **Discussion Board** – Provides enhanced options for statistics, grading, peer rating, thread subscription and moderating.
- **Assessment Tools & Gradebook** – Changes include tracking and management of multiple attempts on a single test (taking high/low/average score), true self-assessment, more feedback, extra credit and a comments field.
- **E-mail** – Instructors can now receive return receipts and all Blackboard e-mail users are able to spell check.
- **Visual Text Box Editor** – Firefox and Macintosh users are now able to use a WYSIWYG editor to spruce up their text.
- **Announcements** – Instructors can auto-generate an e-mail for each announcement they post.
- **Early Warning System** – Based on the Performance Dashboard, this new feature alerts instructors if students should be referred to the First Alert SamCenter program.

For **how-to guides** on these new features, be sure to check out the *What's new in 7.2* section of the [Blackboard Technology Tutorials](#) page. To further prepare you for the changes, we invite you to:

Blackboard Day 2007

When – Monday, August 13, 9:30am – 4:00pm

Where – Criminal Justice Center Courtroom

Why - to introduce the new Blackboard features and allow you to share innovations and best practices with your SHSU colleagues.

All throughout Blackboard day, support staff will be available in the CJ computer lab (A111) to help step you through building your courses in Blackboard or just using the new features.

A Best Practices lunch will be provided and door prizes will be awarded. Each Blackboard Day registrant will receive a USB drive with all of Blackboard Day's session materials. Be sure to [register](#) for each session online.



Staff Coming

[Grady Mangum](#) has been named an assistant director for Computer Services. He will have the responsibility for the systems team. Grady's a graduate of SHSU and also attended Texas A&M for engineering graduate hours. He comes to us from the Montgomery ISD.



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- Hardware Configurations: The minimum requirements for SHSU local area network support for a PC are a 1Ghz processor, 512MB RAM, and a 40GB disk. **With next summer's Vista roll-out, the minimum configuration will be a 2GHz processor, 1GB memory, and 80GB hard drive.** The minimum requirements for a Macintosh on the LAN are a 733 Mhz processor, 512MB RAM, and a 40GB disk.
- Computer Services may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each graduation will be set aside for scheduled outages.

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Legend:



All Users



Academic Users



Administrative Users

August 2007

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Let's Go Surfing

New Home Page for Sam: Thank you for your comments on the [web site designs](#). We are still reviewing your ideas in hopes of incorporating aspects of each that you like and discarding the things you don't.

Since the campus will be coping with new versions of Blackboard and Microsoft Office with the start of a new fiscal year and academic year, we have decided to postpone the new web site for a couple of months. Enough change!



Can't Get No Satisfaction?

Are you frustrated because your PC response time is slow? Consider these points.

1. On-campus PCs: Run the *SHSU Check Computer Utility* to see if it meets the current standards. That option is on the *Start, All Programs, SHSU Utilities*. Do this with your classroom machines to ensure they are up to snuff too. If the machine does not meet the basic standards, do a SamWeb Work Order to get the workstation replaced or upgraded.
2. On-campus PCs: Take into account whether you've ever logged in on that machine before. The machine has to process and store your entire profile if it's the first time and that will lengthen the process.
3. On-campus PCs: Review your profile and [clean it up](#). It will slow you down considerably if your profile has ballooned.
4. Off-campus PCs: You may be experiencing a denial-of-service attack or have spyware on your machine. Refer to [Understanding Denial-of-Service Attacks](#) and [Recognizing and Avoiding Spyware](#) for more information.
5. We appreciate your reading the Update. This month you can enter a [drawing](#) for one of five surge protectors. You will have until Thursday, August 2nd at 5 pm to enter by this [e-mail link](#).



It's a New Day; It's a New Office

On August 10th, Microsoft Office 2007 will replace Office 2003. This month's training [calendar](#) has classes on Word, Excel, PowerPoint, and Outlook to help familiarize you with the new look. A PDF class is also offered. [Register](#) now.



Gonna Take Some Time

This fall will bring some pain as compatibility for Word, Excel, PowerPoint, and Access files will take extra effort.



Macintosh users will have to wait a bit longer for the new Office. The [Microsoft Office 2008 for Macintoshes](#) is still in beta testing.

The University Center is not installing Office 2007 at this time. So faculty, save your on-campus documents in the format compatible with 2003 so that you can open them while down at TUC. Also, please work closely with your students. If they are also taking classes on-campus here in Huntsville, they will need to take advantage of the *Save as Word 97-2003* option.



Blackboard of My Heart

Wow! There's been a terrific faculty response to the August 13th [Bb Day](#). All 100 spots for the lunch session and the complimentary flash drives are now taken. If you haven't signed up, there is still space in the remaining sessions. Be sure to [register](#) for each session online.

All throughout Blackboard day, support staff will be available in the CJ computer lab (A111) to help you create your courses in Blackboard.

If you already had travel plans for the 13th, we are offering [repeats](#). A number of the sessions will be offered the final week of August.



So Long, Farewell

This month we say auf wiedersehen to two of our systems administrators: Will Bending and Steven Frey. We are grateful for the years that they've been at Sam. Their creativity and dedication were remarkable; we will miss them.



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- Computer Services may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each graduation will be set aside for scheduled outages. Additionally, certain systems may be unavailable on Friday nights after 6 p.m.

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Web Page Rankings | Web Server Stats | Homepage Archive | Portal Server Statistics
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Legend:



All Users



Academic Users



Administrative Users



Mac

September 2007

UPDATE ARTICLES

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- [Macintosh Power](#)
- [Training](#)
- [Blackboard](#)
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On the Edge

The past month has been a rough ride for us and for you. We appreciate your patience as we suffered through multiple database crashes. Since practically every campus function is now tied into Nell, SamMenu, or SamWeb, a database failure can bring us to our knees.

Here's what we've done and what we're doing to solve this long-term:

1. Our current database is MIMER, a Swedish company. They have been touting SHSU as an example of a success story. Therefore, we are pressing for real, true 24/7 support from them and have been now getting help even in the middle of the night.
2. Due to registration, the number of users hitting the database simultaneously increased from approximately 300 users to 1,500. The heavy loads have killed us. We are getting a load-balancing system to help even out the extreme crunch times.
3. We plan to convert to an Oracle database just as quickly as possible.
4. One administrative programmer has now completed Oracle training.
5. We are advertising for an additional database staff programmer.

We know this has made your jobs much harder for kick-off of Fall 2007. We are trying to find a workable solution as soon as possible.



Macintoshes Losing Power

iMac G5's are having troubles and Apple has provided a repair program for the affected machines. If your iMac G5 is having scrambled or distorted video, no video, or no power, check the [Apple site](#) to see if your serial number is on the list. Just call the Helpdesk or do a SamWeb WO and we will work with Apple to get you "back in power."



Lifelong Learning

Check the [Training Calendar](#). Lots of offerings this month. The Administrative Accounting office is offering a couple of how-to classes. The first session will cover the intricacies of the Budget Balance report and day two will cover using other programs to get more detail about the transactions you found on day one.

For those of you responsible for departmental web sites, we are also offering a couple of web design classes:

- Cascading Style Sheets which let you make quick overall changes.
- Section 508 Web Accessibility which will ensure you are complying with the federal Disability Act of 1973.

Ready to tackle another new product? Try Microsoft's [One Note](#). An introductory class is being offered to get you started. One Note lets you "gather, store, and

manage your notes and information — including text, pictures, digital handwriting, audio and video recordings, and more — in a single location."One Note is especially helpful for tablet users.

A limited number of seats are available for the Microsoft Office 2007 Lunch & Learn on September 10th at the CJ Texas Room. Our thanks to Microsoft and our HUB vendor SHI for setting up this training opportunity AND free luncheon!



Blackboard for Fall 2007

What's happening with Blackboard this week? The bad news of which you're very aware is that we have had a number of crashes. At this moment (and for the past month), we have been working directly with Blackboard to diagnose and hopefully improve this situation. Here's what we've done and what we're doing for this system:

1. We purchased new hardware but the demand this fall has been greater than anticipated.
2. More new servers are now on hand.
3. More new hardware is being quoted.
4. The load balancing system can be used on this too to help even out the crunch times of class login and exam times.
5. We have scheduled 9/5/07 for a Bb consultant to get to the bottom of these failures.

On a better note, want to find out what's happening with Bb this semester? Be sure to read the [Blackboard blog](#). You can find out all the details on how each Bb faculty member now has a *student account* within his/her Bb classes. This account lets you see your courses just like your students do. The Bb blog can point you to a recap of Bb Day 2007 along with those *PowerPoint presentations*.

Be sure to read "[A Eulogy for a Dropbox](#)" and find out what tool to use now that the Digital Dropbox is gone.

You may have noticed a change to the Blackboard login page. Now the most recent article from the [Blackboard Blog](#) will display there. You can get the latest news before you log in.



A Terminology Primer

Username: That's the 6 or 7 digit account name assigned to you. Faculty and staff that have been here forever still have the underscore character in the username, as well as, the departmental initials as the first three characters. Nowadays we are able to drop the dreaded underscore and just use initials and three numbers. This way if you change offices, you can maintain the same username.

Individual Personalization: Recently a faculty member told us---"I'm not a number!" We agree! However, we cannot just assign names as usernames. For instance, we have two vice president Parkers and two Keith Jenkins on campus. That would cause some real confusion. Therefore, although your username must be less personal, you can [set an alias](#) on SamWeb that reflects your name or personality.



Departmental Identification: Departments can set aliases that can be directed to one user within that area. Since your staffing may change (voluntarily or involuntarily), we recommend that you not publish personal e-mail usernames as your primary departmental contact either online or in hard-copy publications. If your staffing changes, you need to be able to quickly modify where the mail goes.

Choosing Which Alias: You may have a departmental alias and a personal alias. The telephone directory lists possibly cannot detect which is which. Make sure you have this set correctly for future editions. It may be too late for this year's phone book, but you can log into [SamWeb's alias creation program](#) and click to select the correct one that identifies you personally as your primary alias.



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- Operating Systems: The supported version of Macintosh machines is OS X, versions 2, 3, and 4. The supported version of Microsoft's operating system is Windows XP. Tentative plans are to move to replace XP with Windows Vista Summer 2008.
- Software Packages: The supported versions of office suites are Microsoft's Office 2007 and WordPerfect 12 for PC's. The supported version of an office suite for Macintoshes is Microsoft Office 2004. **Microsoft has not yet released a new version of Office for the Macintoshes.**
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- Computer Services may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each graduation will be set aside for scheduled outages. Additionally, certain systems may be unavailable on Friday nights after 6 p.m.

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Legend:



All Users



Academic Users



Administrative Users



Mac

October 2007

UPDATE ARTICLES

- [Save](#)
- [Standardization](#)
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- [Train](#)
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**Saving (Files)**

Do save in more than one place. If it would make you cry to lose it, do not rely on just one location.

Do not save documents on your PC desktop. You should only have shortcuts to programs there, not documents. If you are storing files there, they can easily be corrupted or deleted. Corruption could occur simply with a power outage that prevents you from successfully exiting your profile.



Do not use your e-mail Inbox as your storage filing account. Save important attachments elsewhere. E-mail can be lost much more easily than your stored files.

Do use a memory stick, CD, DVD, or your hard drive for backup.

Do review your T: drive to ensure that files that are stored there are still needed.

**Standardizing (Configs)**

You are all painfully aware that Work Orders are taking a long time for us to complete. We need to carefully analyze what projects we take on.

One initial step is to no longer purchase wireless peripherals such as keyboards and mice. These have proven problematic for a number of clients and when they malfunction, you end up being unable to work at all. Unless there is a clearly defined work purpose that requires you to use a keyboard that is not plugged in, the UCS department will not be able to support these in the future.

**Growing (Pains)**

The remote servers are now being used so heavily that we are experiencing slow logins frequently. The servers for the student profiles are also having troubles with the overload. Too many classes are attempting to log in simultaneously.

To cure both ailments, we will need to purchase and then configure bigger, better computers. That process is started.

**Learning (Stuff)**

Check the [Training Calendar](#) for classes on OneNote, Bb, and PDF forms. You can [sign up now](#) to reserve your seat.



Protecting (Info)

Another reminder: you may not share your password or PIN with anyone. This is a violation of the [Acceptable Use Policy](#) that you agreed to with receiving access to your SHSU computer account. As staff and faculty members, you have privileges and access that others do not. It is imperative that you do not permit others to use your account.

If you have some departmental task that you feel you cannot complete without sharing your password, just give us a call. Let us have an opportunity to create a solution that will not compromise the campus security.



Managing (Blackboard)

This month we have had 12 days with failures on Bb. Just a completely unacceptable rate, we know. Please don't give up on us. We have made some progress with new system admins both at Dell and at Blackboard working with us to diagnose the problems.

We will continue to keep you informed with the [Blackboard blog](#).



Sorting (Dates)

Want Friday to come after Thursday? Want March to come before April? You can sort columns in Excel 2007 based on the days of the week. By default, if you sort based on a column of month or weekday names, Excel sorts the data alphabetically.

To change your sort to a chronological order:

1. Select any cell in the column of month or weekday data.
2. Choose **Data | Sort** from the menu bar to display the Sort window.
3. When selecting the order, select **Custom List** and then select the option beginning with January, February, March. (Or select the sort by the day of the week.)



Staffing (People)

We have to say good-bye to Matt Frazier this month. Matt has accepted a position in Houston and will be leaving us. Sam McGee has also just accepted a position elsewhere and left a couple of weeks ago. They will both be missed!

We are advertising vigorously for [new staff members](#). Please tell anyone you think is great to apply.

We are glad to welcome Glenn Beagle to the Systems team. Glenn will be a systems administrator for the Linux servers. Glenn joined us as a consultant from Dell, hails from Livingston, and has agreed to stay!

As always, we would like to remind you to use the Helpdesk [e-mail](#) or phone (294.1950) if you need assistance. Please do not rely on individual contacts with your personal "favorites." With conferences, special projects, deadlines, sickness, or vacation, someone may be unavailable. Contacting the Helpdesk ensures we have a record of your call and someone there to determine who best can help.



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Academic Users



Administrative Users



Mac

November 2007

UPDATE ARTICLES

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- [Communication](#)
- [Train](#)
- [Software Consolidation](#)
- [Protect](#)
- [Blackboard](#)
- [Staff](#)
- [Hardware/Software](#)

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Get Ready, Get Set

The Computer Services department will fund the purchase of the new operating system, Leopard, for university-owned Macintoshes. We will be placing the order, testing the OS with the campus network, and then communicating with each department to schedule installation times. We appreciate your patience as we determine the idiosyncrasies of a new operating system.



Although Microsoft® Office 2008 for Macintoshes has not yet been released, you can do your part to prepare. Make sure your Macintosh has:

- An Intel, PowerPC G5, or PowerPC G4 (500 MHz or faster) processor
- 512 MB of RAM or more
- 1.5 GB of available hard disk space
- HFS+ hard disk format (also known as Mac OS Extended or HFS Plus)
- DVD drive or connection to a local area network
- 1024 x 768 or higher resolution-monitor

If your machine does not meet those specifications and you are tenure/tenure track faculty, the UCS department will ensure your machine is brought up to speed. For everyone else, you'll need to purchase the needed upgrade to meet these requirements. You may use the [SamWeb WO system](#) to place your purchase/quote requests.



Faculty Upgrades

Our Inventory/Purchasing team is currently evaluating which machines need upgrading. If our records indicate you are due a new machine by January 2008, you will be contacted via a personal visit to ensure your current equipment matches the official inventory records. Next, you will receive an e-mail asking if you prefer a PC or Macintosh and whether your department will be funding any enhancements for the new workstation.

If you are experiencing problems with your current machine and are not contacted by November 15th that you are on the upgrade list, please contact the [Helpdesk](#) by e-mail so that we can evaluate your workstation. We plan to coordinate two major purchases this year for faculty upgrades. This will ensure Dell (or their HUBs) can quote the lowest possible prices with the quantity discounts.



Preaching to the Choir

If you're reading the Update, you want to keep up with the technological changes that impact you and your department. (Thanks for that, BTW!) We have added an extra communication venue, the [Computer Services Helpdesk blog](#). It's in its infancy and for now, is based on Google's system.



We will be posting tips on software/hardware and updates on problems. In time, we will be authenticating with our SHSU system, but that's still on the drawing board for now.

If you would like to subscribe so that you get updates as they occur, here's [how](#). Or if you want to just look when you want, you can find the links from the Faculty/Staff page under the Technology section.



Training Time

You've been using Office 2007 for a couple of months. Is it time to start taking advantage of the special features? We have a couple of classes just for Tips and Tricks in Office 2007. If you need to get organized, take our seminar on OneNote+ Outlook.

If you're a Blackboard faculty member, find out more about Respondus, a way to easily create exams, or learn about the Assignment Manager.

Check the [Calendar](#) for classes. You can [sign up now](#) to reserve your seat.



Diet Time

We will begin paring down software that is on the network as we prepare for the Vista operating system next year. As the first step, this is the official notification that as of 1/1/08, the only browsers provided will be *Internet Explorer* and *Firefox*.



If you are still using *Netscape* as your e-mail system, please notify the Helpdesk for assistance in changing to the *Exchange* server e-mail.

We do plan to continue working with departments and faculty to ensure that software that is needed throughout campus is available, and unneeded or duplicative software is removed. We are striving for a leaner, more efficient network.



Protecting Your System

People frequently are surprised when they have a computer problem because "they don't do anything risky." At times, the Internet is actually a scary place. Browsing itself can lead to trouble. Here are a couple of tips from the [US-CERT \(United States Computer Emergency Readiness Team\)](#)

- **Manage cookies** - You can disable, restrict, or allow cookies. Generally, it is best to disable cookies and then enable them only if you visit a site you trust that requires them (see [Browsing Safely: Understanding Active Content and Cookies](#) for more information).
- **Block pop-up windows** - Although setting the Block to on will restrict the functionality of certain web sites, it will also minimize the number of pop-up ads you receive, some of which may be malicious (see [Recognizing and Avoiding Spyware](#) for more information). SamWeb is one site that you can trust!



Blackboard

Knock on wood: Have you noticed us not crashing daily? We are continuing to work toward ensuring that you can't remember the last time Blackboard was down. To that end, we are planning on adding another server to help "carry the load" during Fall Finals, a traditionally heavy usage time for Blackboard.

We will continue to keep you informed with the [Blackboard blog](#).



Staffing

We are delighted to welcome RaDonna Russ to the UCS-Administrative Applications department. RaDonna is a graduate of Tarleton State with a Bachelor of Science degree in Computer Information Systems.

More good news: The UCS-Systems department just received approval to add four new positions. Additionally new positions are in the planning stages for the UCS-Admin Apps and UCS-Client Support departments. So hang on---help is on the way.

There have been lots of title and organizational changes within Computer Services. If you want to know details, just check out the [organization chart](#). *A special note of thanks goes out to the staff members in Human Resources for all their hours of support in accomplishing this.*



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Thanks to Lollie Dot Com for Get Ready Get Set photo.

|
Web Page Rankings | Web Server Stats | Homepage Archive | Portal Server Statistics
Approved for campus-wide mailing by the SHSU Associate VP for Information Resources

Legend:



December 2007

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- [Holiday Schedules](#)
- [Communication](#)
- [Surveys](#)
- [Train](#)
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Happy Holidays!

The Mail Services department will come in on 12/28 to process SHSU mail. Departments wishing to pick up mail may do so from 11:00 a.m. till noon that Friday.

Some major conversion work is planned during the week after Christmas for the computing systems. The Server team will be adding and moving servers, the storage area network, and switches over winter break. Some intermittent outages are anticipated from December 27th to the 30th. Check the [UCS blog](#) for details closer to the time.



Working the Work Orders

Please login to the [SamWeb Work Order system](#) for your technological requests, whether it be programming, mass mails, t: drive permission changes, telephone repairs, purchases, exchange accounts, file restorals, Macintosh account requests, or any of the many other functions where Computer Services can help.

If you want to add new information or respond to updates, please make those within the WO. You will get an e-mail from the WO system letting you know when changes are made. If you will then click the Update WO link, and provide your comments there, rather than in a reply e-mail, the entire flow of that WO can be easily followed.

If you're new to the Work Order system, and would like one-on-one training, give the Helpdesk a call at 41950, or check out the [training information](#).



Don't Monkey Around

In the past, some departments have used SurveyMonkey as an external method of surveying. You have a free on-campus solution: the campus [Institutional Research](#) office provides assistance with a web-based campus survey tool. They also provide other profile statistics for the campus community. Find out answers from the [Fall 2007 Mini-Profiles](#).



Celebrate Learning

Open your presents early with our December training. During "Dead Week" join us for a few training sessions and holiday cheer.

Sessions include: *Deck Your Course with Exams and Quizzes*, *We Wiki You a Merry Christmas*, and *The Twelve Tips of Office*. Door prizes will be given at each session.

Check the [Calendar](#) for classes. You can [sign up now](#) to reserve your seat.



Sticking to Business

We are continuing to streamline functions to ensure we can meet the business needs of the campus. Therefore, temporary administrative access will only be granted for University-related installations. This will help reduce staff time in granting and monitoring these privilege changes and will also lower the risk that University machines are compromised by non-essential software.



Final Finals

Congrats on finishing another semester. You'll need your PIN for entering your grades on SamMenu. The Registrar's Office will be running those new PINs on 12/3 and providing those to your departments. Contact Kathy Hudson at 41046 if you have problems with your PIN.



Blackboard

The Blackboard SSL Certificate error has confounded our experts at Bb. They are continuing to work with us to eliminate this extra step that has caused such consternation. However, your information is and has been encrypted and safe.

A Blackboard technical specialist will come to SHSU in early January to implement our multiple server solution for Blackboard. This new system will allow us to balance the load Blackboard receives over multiple servers. Additionally, if one server were to fail, we can shift student and instructor access to the duplicate servers. These additional servers should create the robust system needed now at SHSU; it should be in place by your return for Spring 2008.

We will continue to keep you informed with the [Blackboard blog](#).



Wanna Get Technical?

The Newton Gresham Library now provides the campus access to Safari Tech Books Online. You can reference the full-text of over 4,700 books. Go to the [NGL site](#), click [Databases & Indexes](#), and then choose [S on the Alphabetical](#) choice for Safari.



Staff

Angie Wright is moving from a position within networking to a new type of networking. Angie will be our Information Resources Project Coordinator.

Three additional positions have been created within [Computer Services](#) giving us twelve open jobs at this time. Please recommend and refer applicants to the [HR site](#) to apply.



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