

# TECH UPDATE

SHSU Computer Services

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The On-line Newsletter for Technology at SHSU.

## SHSU's Technology Update

Does the Tech Update look familiar this month? We are showcasing the SHSU home page and its *Fast Link*. We hope to make it as easy as possible for you to navigate our site. The *Fast Link* drop-down menu allows you access to important parts of Sam's site with just a click of your mouse. Admissions, Registration, SamMail, WCB and many other options are available. If you have any questions regarding our new home page or *Fast Link*, please direct them to the Computer Services [Helpdesk](#)

Fast Link

## New Procedures

New SHSU students can now receive their computer accounts as soon as they have been admitted. A student may access this on-campus by entering saminfo as the username and password on the pcs. This will open a window similar to Netscape that will allow them to create their computer account with their social security number and PIN. If the student wants to access this from the Internet off-campus. From the university web page, they'll click **SamInfo, Miscellaneous Functions, Request a Computer Account**. The old method of using Saminfo on NELL is no longer in use.



## Freshman Orientation - Account Creation and Introduction

Computer Services has been facilitating an Account Creation and Introduction seminar as part of the "Freshman Orientation Days" this summer. We not only create computer accounts for students, but we also introduce them to our NT system and software.

The students are shown how to check their e-mail via **SamMail**, and given instructions on how to use our web site. By doing this, we give incoming freshman the advantage of having their computer account ready before they begin taking classes, and familiarizing them with what they can do with their accounts.



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## Training

The [July Training Calendar](#) is now available.

The Computer Services department and the Newton Gresham Library will be conducting all of the training courses as of July. If you have any questions or suggestions, please contact Jacob Spradlin at ext. 3929 or at [ucs\\_jws@shsu.edu](mailto:ucs_jws@shsu.edu).



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## Tech Tip

Carefully evaluate the number of items that you have in your Startup Menu. Only open the 2 or 3 items that you know you will need immediately. The number of programs will impact the speed of your login. Multi-tasking can reach a limit!



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## Committee Book E-Mail Lists

You can now e-mail all the members of a standing committee with one click of your mouse. Simply choose the committee from the [Committee Book "Table of Contents" page](#), and click on the link for **E-mail Committee**.



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## Lampson Receives Excellence Award

Congratulations are in order! Computer Services Staff member Suzette Lampson received the **Staff Excellence Employee Award**. Suzette is a Computer Systems Coordinator, she has worked for Computer Services for 12 years. [Details](#).



Need help with your web page? Click here: [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu)

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## SHSU's Technology Update

Welcome to the August 1999 edition of the Technology Update. This month we cover new and different areas of Faculty and Staff Training, as well as our informative Tech Tips section. We also discuss new options available through SamInfo Web Access and the new labs coming in Fall of 99. If you have any questions regarding the information within, please direct them to the Computer Services [Helpdesk](#).

Fast Link



## *Faculty and Staff Training*

### Training Opportunities

The calendar for August's classes is now posted. Have you wanted to calculate some stats on the student population here at SHSU? Want some help? This month, Cathy Cantrell, Director of Institutional Research, is offering a class in SPSS and how it may be used to access the SHSU data.



Another new class is on the schedule this month. You can get assistance in analyzing your personal or your departmental web pages for their accessibility to people with disabilities. We will help you make the needed changes to your pages.



Please have your new faculty give us a call at 4495. One-on-one sessions for specific new user training will be given.

### Tech Tip

Save your e-mail in folders and/or on disks if the documents are critical.



Opening attachments that run a program can cause you heartache. If you do not know the sender, do not open the attachment. Check with the Helpdesk first. Also, before you send attachments, run the Norton Anti-virus check on them. Saving your documents as RTF before



forwarding will help reduce the odds of sending viruses, and will improve the odds of the recipient being able to open the document.

If you receive an unsolicited e-mail from an unknown user, just trash it. If at anytime you receive harassment mail, forward it to [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu) with a note describing the problem, and we will contact the mail administrator at that location.

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## Degree Plans

Degree plans are now available from the university web page.

Students can click **SamInfo**, then

**Registrar**, then **Degree Plan**. The web version allows students to just click on the catalog year, degree type and major and minor. Much more user-friendly!! They can easily print them in regular portrait mode now at 8 1/2 X 11.



We are continuing the process of transferring programs from the old SamInfo text system. The Transfer Equivalency Guide is also now available for current and prospective students' reference.

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## Coming in Fall

Construction is continuing on new computer labs in the Rather, Evans, LDB, and AB2 buildings. This will add 150 new 350 MHz PCs and 23 new Macintosh G3's. We hope to have all but one of the labs open by the beginning of the fall semester. We'll order the computers for the final lab with the Fiscal Year 2000 budget.

## Fall Semester 1999

If you would like to schedule a lab for your class, contact Ken Clark. His e-mail address is [ucs\\_kdc@shsu.edu](mailto:ucs_kdc@shsu.edu).



Need help with your web page? Click here: [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu)

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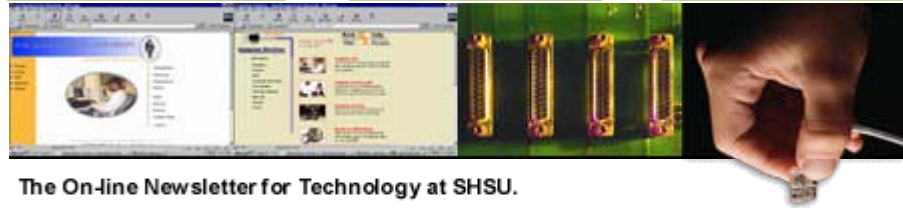
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## TECH ARCHIVE

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The On-line Newsletter for Technology at SHSU.

## SHSU's Technology Update

Welcome to the September 1999 edition of the Technology Update. This month we discuss software updates, exciting and informative web news, planned changes in our licensing of Microsoft Office and Word Perfect Office, as well as our faculty and staff computer training options. If you have any questions regarding the information within, please direct them to the Computer Services [Helpdesk](#).

Fast Link 

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## Software Updates

On NT machines, Internet Explorer has been upgraded to version 5. Also, Shockwave, Flash, RealPlayer, QuickTime plug-ins were all upgraded to their latest versions for both IE and NS.

Macintosh users can now connect to their S: drive and UNX1 home directory through their Chooser under "SHSU" zone. The S: drive is WNTFS5. Your STORM password, (which you use for e-mail) and your UNX1 password must each be 8 characters or less to connect. To change your STORM password, come by the Helpdesk, with your staff/faculty I.D. and we will change it for you. You can telnet to UNX1 and set your password to the longer length yourself by typing passwd at the unx1 prompt.



## Web News

SamInfo applications on the web now use a secure connection. This will give us the capability of accepting credit cards online with the university application in the future. So at times, you may have to click Next through several pages of Security notices.

The SHSU Internet link from our university page has been given a new look as SHSU's Internet Portal page. If you have a suggestion for a frequently-used page that should be added, please send e-mail to [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu).

The new version 4 of WCB has now been



installed. If you experience any problems, please contact Jacob Spradlin at 3929. Among version 4's new features is a chat facility with an integrated whiteboard that can import sound and graphic files. Other additions include a gradebook and an assignment management system. Improvements have also been made to the calendar, testing system and navigation for both the authoring tools and courses.

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### Planned Changes

We are in the final stages of negotiating a contract with Microsoft to provide campus-wide licensing of Microsoft products for Macintosh and PC workstations. This means your department will not have to purchase Office with individual workstations. With this license, we will also be able to provide upgrades to the department-owned Microsoft software that you currently have. This new licensing will permit faculty/staff to have copies of Microsoft Office for their laptops and/or home computers for university-related use.

**Microsoft**

We anticipate installing Microsoft Office 2000 at the conclusion of the Fall 1999 Semester.

In addition, we are working on a contract with Corel. This would include a provision for students to buy Corel Office 2000 from the bookstore for \$20. This installation would also occur during the break between Fall 1999 and Spring 2000.



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### Training Opportunities

*Faculty and Staff Training*

We have posted the September training schedule at: <http://www.shsu.edu/administrative/training/trn0999.html>. We are also planning on visiting departments and working one-on-one with you. Let us know what you'd like offered in the future.

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### Help!

We've had several phone calls this week from faculty that indicate that they haven't seen or read this monthly missive. Please give us suggestions for how we can improve our communication efforts!

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**Need help with your web page? Click here: [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu)**

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## SHSU's Technology Update

Welcome to the October 1999 edition of the Technology Update. This month we discuss Improvements, exciting and informative web news, reorganizations, as well as our faculty and staff computer training options. If you have any questions regarding the information within, please direct them to the Computer Services [Helpdesk](#).

Fast Link

## Improvements

23 new modem lines have been added and another 23 will be installed within the next two weeks.



The new fiber run and concurrent switch over from ISDN for the Field House and Custodial Grounds is in the final stage. This will allow Athletics and Custodial/ Grounds to FINALLY be on the Sam local area network via Ethernet.

## Web News

On September 10, at 4:32 p.m., the one millionth visitor to SHSU's web site was recorded.

We are continuing to convert programs from SamInfo-NELL to SamInfo-Web. Students may now view their transcripts from the SamInfo link from the university web page.

The number of Web Course in a Box classes is up approximately 60% over last fall. If you'd like assistance getting all or supplemental portions of your class online, give Jacob Spradlin a call at 3929. We are offering a special class on Web Page Creation for Faculty on October 13th at 2 p.m.



Faculty: If you'd like one-on-one help getting your own or departmental web page created or updated, please send e-mail to [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu). We'll be glad to come take your photo, and upload your vita and syllabi to your page.



Organization Sponsors: Computer Services offers training programs to organizations. Have your organization meet in one of the computer labs, and learn how to create the org's web page, as well as their own. You may request this by e-mailing the helpdesk.

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## Reorganizations



Jim Stevens has been named the Associate Vice President for Information Resources. This new area includes Computer Services, the Post Office, the Telephone Operators, and the Office of Institutional Research.

The User Services section of Computer Services has been split.

Nancy Sears (ucs\_nls), Michele Simmons (ucs\_mms), and Jacob Spradlin (ucs\_jws) are now focusing primarily on web services and faculty support.

Ken Clark (ucs\_kdc) and Tracy Franklin (ucc\_trf) are managing the computer labs, the Helpdesk, and the operations areas of the department.

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## Operations

Printouts over 7 days old will be recycled.



## Training

### *Faculty and Staff Training*

The October training schedule is available online at:  
<http://www.shsu.edu/administrative/training/trn1099.html>

September's classes have been very well attended. We encourage you to check out the SPSS class offered by Institutional Research.

Additionally, we are always looking for new ideas of classes that you would like to have offered. Please let us know!

If you would like more information about the Microsoft Office User Specialist training or testing, contact Ken Clark at ucs\_kdc.

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**Need help with your web page? Click here: [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu)**

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## COMPUTER SERVICES

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Your Online Technology Information Resource



Mark Adams - 2000 Licensing: [Q&A](#).

### "Update Article of the Month"



E-Mail Access Anywhere

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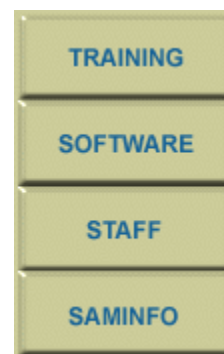
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### Welcome

Welcome to the November 1999 edition of the Technology Update. This month's Update includes improvements to the voice mail/paging systems, web enhancements, and new faculty and staff computer training options. If you have any questions regarding the information within, please direct them to the Computer Services [Helpdesk](#).

### TEX-AN 2000

The General Services Commission has negotiated for over 20 separate telecommunications-related services to be covered by TEX-AN 2000 Contracts. This has the promise of reducing telecommunications costs and also making it easier to acquire services. At this point, paging and wireless contracts are available. The URL is: <http://www.tex-an.net>.



### Web News

Faculty and staff may now view students' transcripts and degree plans via the web. The link is available from the Faculty page. You will enter your ss# and pin, and the student's ss#.



We are testing a couple of software packages at this time that will allow us to check a web site for broken links. We will be providing departments with a list of these for your departmental pages. If you need assistance in correcting these broken links, please contact [Jacob](#) at 3929 or [Michele](#) at 3650.

We are continuing to modify the university web



pages to ensure compliance with "Bobby". This rating allows users with vision impairments to hear the pages correctly. The State of Texas will be requiring compliance in 2000. There are several state-mandated requirements for web pages now. We are offering Bobby training this month. If your department maintains your own departmental pages, you need to send a representative to this class.

## Training

The November training schedule is posted online at:  
<http://www.shsu.edu/administrative/training/trn1199.html>



An intermediate SPSS class is being offered this month by Institutional Research. Another new offering is the *Web Graphic Creation Course with Paint Shop Pro*. This class will let you enhance your web page with your own web graphics.

For information about the MOUS (Microsoft Office User Specialist) program, refer to the web page: [http://www.shsu.edu/~ucs\\_www/mous/](http://www.shsu.edu/~ucs_www/mous/).

## News and Updates

### TIFB GRANT UPDATE

The project to wire the residence halls for computer access is underway. The contractors have started wiring the small houses.

## SOFTWARE

The deadline for requesting software installations for your Spring 2000 classes is November 1st. Please send in your [requests](#) now.

Information about our new campus-wide Microsoft licensing agreement is now available online. This site includes details about changes with Microsoft 2000. Refer to the url: [http://www.shsu.edu/~ucs\\_www/2000/](http://www.shsu.edu/~ucs_www/2000/)

## LAB NEWS

The new Lee Drain Lab 202, which was partially funded by NSF funds, now has 21" monitors for the 36 workstations. These large monitors have also been placed in the new AB2 lab, 119.

## Phones/Pagers

With the current release of Meridian mail, you can be paged with the number of the person who left you voice mail, providing the number is on campus or on particular trunks. The page will show up as 4375 followed by the person's phone



number. If you would like to have this paging feature, call the Helpdesk at 1950.

## Administrative Programming



The SHSU menu system is being replaced by NEWSHSU. Details are available at the url: [www.shsu.edu/~ucs\\_www/newshsu.html](http://www.shsu.edu/~ucs_www/newshsu.html).

If you are using the **Gold-R** system (which will be accessed by pressing **S** in the **NEWSHSU** system), some additional information will now be needed. When you are requesting a maintenance program or report, please send e-mail to the programmer assigned to your request with an attached document outlining the layout with the appropriate fields. This will enable the programmers to appropriately design your output and screens.

## Y2K Compliance

Computer Services has spent a great deal of time and resources over the past several years to ensure Y2K compliance of Computer Services-supported University workstations and software. As the end of the year approaches we would like to remind those users not exclusively using the University-supported computing environment, that it is imperative that they take the time to confirm Y2K compliance of their equipment and software. Please work with the faculty and/or staff in your department to ensure this review is done.

If you have installed software on your departmental computers, you need to check with the vendor of that software. Information on Microsoft products can be found at <http://www.microsoft.com/y2k/>. Due to the recent campus membership in the [Microsoft licensing program](#), Computer Services can provide necessary Y2K upgrades to ensure software compliance. It will, however, be up to the individual departments to determine the software needs. Additional information about Y2K can be found at <http://www.y2k.com/>.

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## COMPUTER SERVICES

December 1999

Your Online Technology Information Resource



[Jim Stevens](#) - Update Article of the Month.

### "NEW SHSU MENU Q&A"



E-Mail Access Anywhere

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## Welcome

Welcome to the last edition of the Technology Update for 1999. This month's Update includes new faculty and staff computer training options and information about mapping drives on your PCs and Macintoshes. If you have any questions regarding the information within, please direct them to the Computer Services [Helpdesk](#).

## MAPPING DRIVES

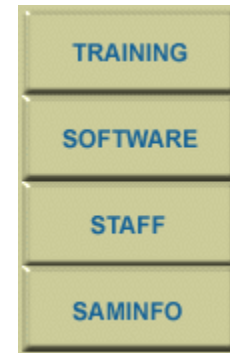


Want to simplify publishing and saving files to your web page? Want to share files? Follow these steps to map the drive that you need.

**NT Users:** You are automatically connected to the T: drive and your S: drive. To access your UNX1 account, click on Programs, SHSU Utilities, Connect U: drive to UNX1 directory. You'll then be able to save to UNX1 as easily as saving to your C: or S: drives. You can also just use your file manager to delete or copy files in your UNX1 account.

**Mac Users (S: drive and UNX1):**

1. Go to Apple Menu and select "Chooser".
2. In upper left menu click on AppleShare".
3. In the right window click on "Server IP Address...".
4. To access the S: drive, type "wntrfs5", then click on "Connect". To access your UNX1 account, enter UNX1.
5. For your S: drive, enter your username and STORM (e-mail) password, then click on "Connect." Enter the UNX1 username and password for your unix account.
6. In the next window your user volume is already highlighted, just



click on "OK."

**Note: You must have OS 8.6 in order to connect to these drives This procedure works here on campus and for Mac users that dial into SHSU's modem bank from home.**

Mac Users (T:drive) Go to Apple Menu and select "Chooser."  
In upper left menu click on "AppleShare." Click SHSU zone. Click WNTAP1. Enter your STORM username and password. .

## Faculty Evaluations

For the College of Education and Applied Science courses, the evaluations will be completed online. There is now a link from the University web page to this site. If you have questions about this process, you may send e-mail to Michele Simmons at [ucs\\_mms@shsu.edu](mailto:ucs_mms@shsu.edu)



## Training

The December training schedule is posted online at:  
<http://www.shsu.edu/administrative/training/trn1299.html>



You are strongly encouraged to attend one of the sessions on using the [NewSHSU](#) system if you have not already familiarized yourself with the changes. The NewSHSU menu system now provides an option for creating your personal menu.

When you return from the holidays, this new system will be in place. The deadline for converting to it was pushed back from November 8th till the end of the Fall 1999 semester upon request. The extra six weeks was scheduled to give everyone additional time to review the system and notify us of needed "fixes." Check it out now---while you can still compare it to the old SHSU system.

## News and Updates

### TIFB GRANT UPDATE

The project is underway with Spivey, Aydelotte, and Adams Halls connected and students already online. Randel and Vick houses are in progress.

Microsoft  
**Office**   
SOFTWARE

During the holiday break, we will be upgrading from Office 97 to [Office 2000](#). We will also be upgrading WordPerfect from version 8 to version 9. After the conversion, there will be a message at login reminding you to re-install the new software. Also, Y2K may cause last-minute modifications. We will do everything we can to make this as seamless as possible. For everyone that suffered through the first day back of the semester with our last major upgrade, we

encourage (and plead for) patience!

## House Cleaning

Please review the files that you have placed on the T: drive this Fall---and previous semesters. Space is always at a premium. So if the information is now outdated, please delete the files so we'll have space to gear up for the Spring 2000 semester.



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