SAM HOUSTON STATE UNIVERSITY
Information Resources Update

January 2004

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UPDATE ARCHIVE

WHERE DO YOU RANK?
HOW MANY HITS DID YOUR DEPT SITE RECEIVE LAST MONTH?

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

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

Naming Files

- **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.

New PC Software

You can now install **AutoCAD 2004** on your networked PC. Click *Start, Programs, SHSU Program Installation Menu, Architecture, AutoCAD 2004.* Dr. Billy Mac Moore will provide a one-hour introduction to AutoCAD on January 23rd at 2 p.m. Sign up now.

The newest version of Dreamweaver, Flash, and Photoshop are on order. These applications will be installed this month, and classes will be scheduled as soon as the programs are online.

Sam Menu

The program ALID01R (*SamID/SSN/Username*) is available to all faculty and staff. It's an option on the Sam Menu under *Student Records.* You can search for a person's information using the last name, their SamID, their social security number, their username, OR their alias.

- If you enter the last name, the drop-down list will give you choices of people with that last name to click to select.
- If you know an alias but don't know the official username, you can enter the alias in the Username field and the usernames that person has will display.
- It's a good method to use to find out if you have any other accounts that are assigned to you. Your primary username will display, as well as, the secondary accounts. If you notice you have accounts assigned to you that are no longer yours, please notify the Helpdesk and we'll de-assign those.

Blackboard

Attention: We will be removing your Spring 2003 courses from the system at noon on January 13, 2004.

Please remember to archive any needed courses or copy any information you might need for future Blackboard course development. Remember your **Archive Course** link is in the **Course Options** section of your **control panel**. You can also find information on how to copy courses in the **FAQ** section of the Blackboard Instructor Center. If you need any assistance in archiving/copying your Spring 2003 courses, please contact the Blackboard team.

Monitors, Anyone?

Computer Services has a few 21" monitors available free for departmental use. These are regular monitors, not flat-screen, sorry! If you'd like to request one for your office, just phone the Helpdesk at 41950.

Lab News

The process of upgrading the labs is continuing. During FY04, we have installed all new workstations in CJC, LDB 407, NGL and AB2 110. These are 2.26 GHz with 512 MB of RAM and 17" LCD monitors. These new machines do not have floppy drives. So faculty: **please don't request your students submit a floppy to you with their homework**. Although we are providing a floppy drive that a student can check out, it's no longer easily available. Please use either e-mail or Blackboard for digital paper submissions.

Flash drives (memory sticks) are a great recommendation for your students for backing up their work on their S: drives. All lab machines also have either zip drives or CDRW's

Home Security

The good news is that 2004 is here, so the Welchia worm has basically expired--- as long as you've rebooted your machine. However, it's critical that you continually keep your home Windows workstation and/or laptops updated with the latest Microsoft patches. The best way to do that is by visiting Windows update: http://windowsupdate.microsoft.com or http://www.windowsupdate.com.

Training

We are offering just the courses you may need to prepare for the Spring semester. Enroll in the *"Blackboard Brush-Up"* course and get your Spring Bb course(s) ready. You may also want to sign up for the *"Blackboard: How do I copy my course info?"* training session to keep your tired fingers from re-typing your course content. As always, feel free to sign up for any training by appointment if the times and courses don't suit your needs.

Review the Training Calendar for details on other sessions.
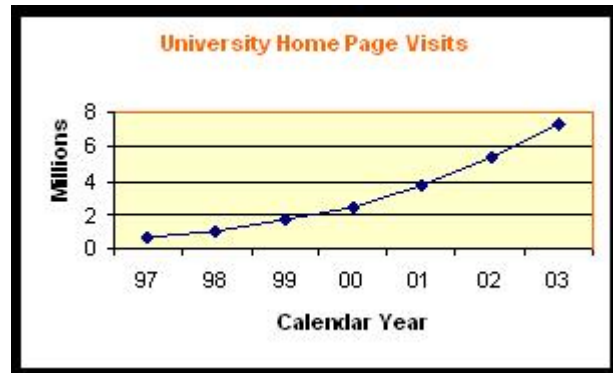
Tech Tip

If you are using a Windows XP machine and want to quickly lock your computer, press the Windows key, plus the letter L (for lock). You may have accidentally done this in the past and not known what happened! However, it's an easy way to protect confidential information that may be on your screen when you have

someone drop by your desk.

New www.shsu.edu

Hope you like the new main University web page! Blackboard now has a more predominant space on the page since over 46% of faculty are now using it within their courses. Additionally, under *Academics*, each of the colleges is now listed to give our current and prospective students immediate access to the academic programs available.

Garett Gowens was the primary designer for the new page. He and his student team are available to help you update and redesign your departmental pages--at no charge. They can ensure your page is ADA compliant, as well as up-to-date, fast-loading, and attractive.

During 2003, the University's main web page continued the trend of setting a dramatic new record each year. This year's total was 7,272,355 visitors, a 36% increase from 2002.

Send us your best guess by January 19th what the final number will be for 2004. We'll post these entries, and in January of 2005, we'll announce the winner. We'll even give a prize---but considering how technology is constantly changing---we'll wait till then to decide what the gift should be.

Please give us feedback if anything is missing from the new page---or any other comments you may have. We plan on redesigning the main page twice a year to keep it fresh; send us your ideas now.

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

Approved1/2/04 by Associate VP Jim Stevens for mailing to campus.

SAM HOUSTON STATE UNIVERSITY
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February 2004

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Password Security

Your password for using the PC network, Blackboard, the Sam Menu, e-mail and dial-in are all the same. In the olden days (two years ago), it took three separate passwords. So we've tried to reduce the number of things you have to remember. However, because it is so critical, you must change it at least once a year.

Passwords that are over three years old will be expiring this month. Save yourself the aggravation of having your account's password expire. **If you cannot remember when you last changed your password, do it now.** The minimum length is six characters, and it needs to be a combination of letters and numbers. It cannot just be a word or six numbers. Make it a little complicated so you at least slow the hackers down.

PC Users: Just click CTRL-ALT-DELETE right now. You can choose Change Password, and be done with this in less than a minute.

Macintosh Users: With your PIN, you can change it online through SamInfo.

New PC Software

This month we have added several new software packages to the PC network, and have purchased the new version of one.

Click **Start, Programs, SHSU Program Installation Menu, Web Authoring** for these two applications.

- Dreamweaver MX 2004---you can use Dreamweaver for creating your web pages.
- Flash MX 2004---this software is designed to significantly spice up your web site. It has improved dramatically with regards to its compliance with ADA and state regulations. You can add video and make your web sites much more dynamic.

Click **Start, Programs, SHSU Program Installation Menu, Publishing** for these programs.

- Adobe Photoshop CS 8-- this is considered one of the premier graphics programs. It provides substantially more options than PaintShop Pro.
- Adobe InDesign CS 3--- this new layout software allows you to save your graphics with all the layers intact---rather than the more common layer compression in other packages.

Sam Menu

ACADEMIC DEPARTMENTS: The program, *Compressed Room Report*, (ROOM01RG) is now available to all faculty and staff as an option on the Sam Menu under *Miscellaneous.* This report can be used to determine conflicts in classroom scheduling. It generates a room report, a time conflict report and a

prime-time rooms available report.

Blackboard

This month we are expecting an update from Blackboard for version 6.1. This update includes software fixes as well as two new features. The first enhancement is a WYSIWYG (What You See Is What You Get) editor and the second is an edit link that allows the instructor to edit content directly without having to go through the control panel. We will be installing the update on our test server first so that we can work out any kinks we may encounter before we put it on the production server.

We will also be putting in new hard drives in both the test and production servers. This will increase the amount of data you can store in Blackboard. We are looking for a middle of February conversion date, so we expect Bb to come down around 6pm on a Friday and come back up by 6pm Saturday. We will keep you posted as to the exact date.

Instant Messaging (IM)

Are you chatting with others in your department via IM? Especially during peak registration times, this can be a convenient way to quickly solve problems. Did you know that if you use AOL, Yahoo, or MSN, people can intercept your IM and read it? It's the cell phone problem all over again! So you certainly cannot use those if you are sharing confidential information such as social security numbers. It may seem far-fetched to imagine someone intercepting your messages---but with student privacy issues, you need to be extra cautious.

There is an alternative now for **PC users**. You can now use Jabber with SSL encryption (GAIM) to add security to your instant messaging. Additionally, you can continue to IM prospects or alumni for instance that may be using Yahoo, AIM, MSN, or ICQ.

First install GAIM. Click **Start, All Programs, SHSU Program Installation, Messaging Clients, GAIM**. After installing the program, you can add the encrypted chat security. Click to *Expand Tools-> Accounts->* select your account and choose *Modify*. From there you can expand *Show More Options* and choose *Force old SSL* on port 5223.

Mac Users: GAIM is not supported on the Macintosh platform at this time. However Macintosh users can use the Jabberfox client which is compatible with AIM and Jabber. A GAIM package for the Macs is currently in the early planning stages.

Spring Cleaning

It's that time of year. Take a few minutes now and look through your S: drive. Have you backed up your C: drive on it when you got a new machine? If so, delete that backup folder now. Have you stored jokes or pictures or movies? The larger your S: drive, the longer it will take you to login and logout. In fact, it'll take longer for everyone on campus---to some extent---since University resources have to be expended on saving your information. So please be a responsible user. Keep what you need, and get rid of the rest.

Please follow the same procedure for your e-mail. Empty your Trash and review your Sent folder. If you want to access your e-mail over the Internet, it's essential that you take the initiative to trim your e-mail system. Web browsers are much

less forgiving of huge mailboxes.

Home Security

The current alerts for viruses as posted at McAfee are MyDoom, Dumaru.y, and Swen. You should have a virus scanner installed on your machine. McAfee will allow you to run one free scan so that you can find out if you have viruses.

1. MyDoom is classified as a "High-Outbreak Risk mass-mailing worm flooding email servers worldwide." You can know that you've been infected if Notepad opens filled with nonsense.
2. Dumaru.y is a Medium Risk mass-mailing worm. It specifically targets e-gold.com users. It will have the attachment MYPHOTO.ZIP
3. Swen is also considered a Medium Risk mass-mailing worm. You've been infected with it if you get a display of a series of dialog boxes or the unexpected termination of security and anti-virus products.

Training

February's training offerings are now posted. This month we are doing a breakdown of key areas in Blackboard. Learn how to better communicate with your students, create assessments and manage your Bb gradebook. Dreamweaver 2004 MX was recently put on our network. So if you want to learn about putting together your web page, making it look good, and collecting information from folks who visit your site, please feel free to sign up for one of our 4 Dreamweaver courses.

We now have Photoshop CS on our network. This month we will be offering a web graphics class using Photoshop. Learn how to make buttons and backgrounds and make your pictures web-ready.

Review the Training Calendar for details.

Tech Tip

ACROBAT 6: You can completely protect your PDFs if you want to ensure that no one else modifies them. Click **Security/Restrict Opening & Editing**. Enter in your own password. Click **Allow Printing**, then resave the PDF. Now, no one can copy/paste, edit, or reuse any part of your PDF.

To learn more about the capabilities in Adobe Acrobat, sign up for the 2/16 workshop.

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

Approved 1/30/04 by Associate VP Jim Stevens for mailing to campus.

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March 2004

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Software Requests

We will be converting to Microsoft Office 2003 between the Spring Semester and the Summer I term.

Faculty: If you use any software (other than Microsoft Office) that is accessed through the SHSU Installation Menu in your classroom, we need to hear from you. Please let us know by April 1st if you'll be using specific software packages in your Summer I or II courses. There's a form online that will allow us to more efficiently ensure the software is functional and enough licenses are in place. Please take a moment now to give us the feedback so that we may provide your students with the applications you need.

Home Security

Do you know what spyware is? Actual spyware can be installed solely for the specific purpose of monitoring everything that's done on a machine. However, there's another type of spyware that comes as a part of Advertising Supported software (Adware). Adware permits you to use software at a reduced price or free because advertising is picking up part of the bill. Sounds good, doesn't it? Unfortunately, this software also places tracking software on your system.

With spyware on your machine, your resources are used by "calling home" in effect, as your actions are being reported. If you see new toolbars in your Internet Explorer that you didn't intentionally install, if your browser crashes, or if your browswer Start page has changed, you may have spyware installed on your machine. Frequent pop-ups are also a symptom that you have spyware on your machine. An additional undesirable side effect of spyware is that companies can harvest your information and send you spam.

We recommend you protect your home computer from viruses and spyware in a variety of ways.

- PC system protection: The Microsoft site: http://www.microsoft.com/protect/ will walk you through enabling automatic updates, turning on a personal firewall AND will give you a free copy of antivirus software for one year.
- For spyware detection / removal, we recommend Ad-aware or Spybot Search & Destroy. They are both compatible with Microsoft® Windows® 98/Me/NT/2000 and XP Home and Professional. They are free for home use.
- For pop-up blocking,
  - Install the Google toolbar if you use Internet Explorer. Open www.google.com and choose *Services and Tools*. Choose *Google Toolbar*. Then choose *Download Google Toolbar*. There are some legitimate pages that use pop-ups---including the SamWeb administrative site. When they appear, you may choose to *Always permit pop-ups from this site*.
  - If you'd like to try a new browser, we can suggest Firefox.

Sam Menu

As of 2/23/04, you may only request (or grant) access to a program from the Sam Menu. Requesting and granting access is no longer available from the Nell SHSU Administrative menu.

To request access, simply click on the program name listed under *Inaccessible Programs.* If you know the program name but can't find the program name to click on it, select *Search for Program* under the *Help* option at the top of the screen. Enter the program name (or partial name) in the box provided. Expand the list of *Inaccessible Programs* by clicking it, then click on the program name that you wish to request. An email will be sent to the owner of the program indicating that you have requested access.

To request access for a student worker, use **RQST01MG** under *Computer Services* on the Sam Menu. Enter the program name in the space provided and the username(s) of the student for whom you are requesting access. Using this program will allow program owners to track the origin of the request when reviewing their program lists and user access.

For program owners, granting access from the Sam Menu is a similarly simple process. Upon login to the Sam Menu, you will be notified of any pending requests that you may have. You may process those requests when you login to the menu, by following the prompts as they appear, or at a later time by selecting "Manage User Access" under the Help option at the top of the screen.

Blackboard

The upgrade to the larger servers has been accomplished, and fortunately, a version upgrade was also accomplished without any large hiccups. The move from 6.0.11 to 6.1 contained some behind-the-scenes software patches, as well as two new features.

1. EDIT VIEW quick link allows you to browse through your course as a student would and then access items in content areas in order to change them. You no longer have to use the Control Panel link in the Navigation Menu.
2. WYSIWYG (what-you-see-is-what-you-get) editor. You can now make content items look as if they were formatted in a word processor without having to know any HTML. Create bulleted lists, highlight your text, change your font and even insert hyperlinks; all with the help of the WYSIWYG (pronounced WIZZY-WIG) editor. This editor is only available for PC users that use Internet Explorer 5 or above. A Macintosh version is projected to be available by the end of the year.

Bulletin Board

Has it been a while (or never) since you checked out the campus online Bulletin Board? You can post an event on the Bulletin Board and request it be "sticky". This allows it to be the top post when displayed so you get extra publicity.

We invite you to join in on this Board in welcoming our Fall 2004 students. There are currently 66 topics and 398 posts in this area. Help convey the real story of Sam Houston State University to our incoming Bearkats.

Media Circus III

Once again, the Office of Academic Instructional Technology and Distance Learning is coordinating a showcase of new, cool stuff and techniques. Contact James Van Roekel if you would like to be a presenter at this semester's two-day event. It will be April 6th from 1 p.m. - 4 p.m. and April 7th from 9 a.m. till noon in the LSC Ballroom.

Training

The sessions for March training are now posted. Review the Training Calendar for details.

As mentioned above, we will be installing Office 2003 this summer. Mindleaders, our online training service, has just added a new course in *Office 2003*. So get a head-start on the features of this new office suite by taking the online class. Last month, we added Photoshop to the network. You might like to try the *Photoshop for Dummies* course on Mindleaders.

You may contact Christy Cross to sign up for a free subscription to Mindleaders. The Computer Services Department will pay for the Mindleaders subscription for any fulltime faculty/staff committed to enhancing their skills. Check out the Mindleaders catalogue for other classes that might be beneficial.

Tech Tip

Want to decipher the numbers like 12x2x24 on your CD burner? Curious whether you should use a CD-R or CD-RW? The web site Webopedia explains these details and lots more technology descriptions.

A CD-R drive has only two actions -- recording onto and reading from compact discs. A CD-RW drive adds the third function of rewriting (erasing and recording over).

The "x" is the transfer of 150 KB of data per second. The first number indicates the speed at which the CD drive can record data onto a CD-R. In the above example, the CD drive will record data at 12 times 150 KB/second. The second number indicates the speed at which the CD drive will rewrite data onto a CD-RW compact disc. So in the above example, the CD drive will rewrite data onto the compact disc at 2 times 150 KB/second. Usually, the rewrite speed, is lower than the first number, because rewriting takes longer than writing. The last number is the speed the drive will read data. So in the above example, the CD drive will read data from a compact disc at 24 times 150 KB/second.

CD-R compact discs can be recorded on only once. It is permanent and cannot be erased. CD-RW compact discs are discs that can be recorded, erased and re-recorded over. Most audio CD players, especially older models, can only read CD-R discs, so it is best to record music onto CD-Rs. CD-RWs are typically used to store data or used as back up files.

Staff News

We are saying farewell to Stephen Lyford, one of our computer system technicians and an SHSU alum. Steve has taken a position in Houston providing video conferencing support. We'll miss him---as we know many of you will!

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

Approved 2/27/04 by Associate VP Jim Stevens for mailing to campus.

SAM HOUSTON STATE UNIVERSITY
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April 2004

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All Users

Target Audience

Since everyone is so busy, we will now be tagging the Update articles with a note to indicate the intended audience. Hope this will save you some time and allow you to read just the information that you need!

Security--Here or At Home

Last month, we provided a lengthy explanation of ways to protect your home computer. If you have chosen to be the administrator of your on-campus machine, you are also vulnerable here. You increase the risk of exposing the campus network to viruses and worms. You could potentially even have someone committing credit card fraud or spamming others using your machine as the host.

PC Users

The cost and the risk to your information, as well as the local area network, can be potentially quite expensive. With the Blaster virus last fall, Stanford University estimated their repair cost at $806,000. (*Chronicle of Higher Education*, March 19, 2004, A30) We certainly have better uses for SHSU funds!

If you currently are the Admin of your machine, acknowledge April 4th, *National Cyber Security Day*, by requesting that we remove your admin status. If you want to download specific programs, just notify the Helpdesk that you need to be made a Temporary Admin of your machine. A technician will change your machine just long enough for you to complete your task. This way, you can have the advantages of doing what you want, but less maintenance responsibility.

STAY SAFE ONLINE

University of Arizona's campaign for Cyber Security emphasizes that the key to security is derived from the word itself: sec-U-R-IT-y. In other words, "You Are It!" Your help is essential to keep Sam Safe.

Sam Menu

Support Staff

A graphical version of the Payroll Action Form (PAFF01M) is now available on the Sam Menu. The Payroll Office will be offering full training on this program this summer and the Nell version will be discontinued at some point after that. The Sam Menu version will allow you to modify and print an existing form, or create and save (and print) a new form. Hopefully you will find this version to be much more user-friendly. Macintosh users who are still unable to use the Sam Menu need to have their workstations upgraded to OSX and contact the Helpdesk (4-1950) about having terminal services installed.

Workstations---Time for a New One?

All

Users

Any money left in your departmental budgets? Find out if it is time for you to replace your staff office or department-maintained lab machines.

If you want to know if your PC reaches the minimum level needed for the campus local area network, use the Utility under *Start, All Programs, SHSU Utilities, SHSU Check Computer Utility*. You will receive a Pass/Fail grade. If your machine fails, you can use the PC online order form to purchase replacement workstations.

Macintoshes should have a minimum 866 Mhz and 128 Mb of memory for connection to the SHSU LAN.

Faculty: You are on a three-year replacement schedule at this time. We are currently replacing 800 Mhz PCs and 400 Mhz Macintoshes.

When you are ready to turn your old machines over to Property, please first do a Computer Services work order. For security and licensing purposes, the hard drives must be completely erased.

Media Circus III

All

Users

It's time to see what's new and what you can do differently. The Office of AITDL is coordinating this technology and technique showcase. It will be April 6th from 1 p.m. - 4 p.m. and April 7th from 9 a.m. till noon in the LSC Ballroom.

Blackboard

Come by the Blackboard Booth at the Media Circus and learn about the great new features in Blackboard 6.1 as well as pick up some "Bb Freebies."

Faculty

The semester change is once again upon us so it is time to clean out your Blackboard closet! Your Summer '04 courses are now listed in the Courses you are teaching in Bb. Now is the time to copy any information out of your Summer I 2003 courses because they will be removed the day before Summer I 2004 begins.

SH Press Tech Tips---Best Methods and Colors

Document Printing--Use InDesign
Other than for single sheet one-color printing, Microsoft Word documents are not conducive to printing on an offset press. The color model in Word is designed for laser printers, and Word does not generate registration marks to register the inks. In other words, the colors may not print in the correct places! It can be very difficult, or simply impracticable, to convert a Word document for offset printing that you may have spent hours formatting. A massive amount of reformatting (yours and ours) adds costs and time for printing, so please start differently.

Sam Houston Press & Copy Center requests you use the following formats instead of Word:

1. Adobe InDesign (most preferred, and the replacement for Adobe

PageMaker)
2. Quark xPress (acceptable)

Microsoft Word files can be flowed into Adobe InDesign files, however the formatting then needs to be carefully checked. Files generated in Adobe PageMaker, mentioned above, are easily converted into Adobe InDesign files. This can be done at the Press if you wish. In importing any file into another program, the graphical links need to be reestablished.

SH Press

Customers

Document Printing--Choose Your Colors
The official SHSU orange is Pantone 021. For the PC, please use the color library "solid to process" found in T:\Press\PCtoMAC\Pantone universal swatches. For the Macintosh, please use the color library "solid to process" found in SHPress:Pantone universal swatches. You will note that the color libraries are named the same, but they are platform-specific, so a PC color library cannot be used in a Macintosh. Using these color libraries yields ink colors with a "PC" suffix in the color names/swatches lists in your programs. Please take care not to confuse the PC platform's color library with the specific ink names; for example, the official SHSU orange is named "PANTONE Orange 021 PC" both on the Mac and on the PC. The correct platform's "solid to process" color library must be used to access this or any other ink for each platform.

Other ink colors are also available in these color libraries. First read the "Pantone_solid_to_process_User_G" pdf file found in each Pantone universal swatches folder. Information for loading and accessing these libraries can also be found in your program's Help. You may call Rick Carpenter at the Sam Houston Press & Copy Center (x4-1858) for further help.

Training

All

Users

Want to learn how to use InDesign so you can send your documents to Sam Houston Press for printing? Beginning InDesign classes will be offered in April. Review the Training Calendar for details on this and other classes.

Tech Tip

All

Users

Protect your documents and programs. Logoff each night when you go home. It is extremely time-consuming and sometimes impossible to restore your information. This is your first most important step in responsibly saving hours of your labor. Secondly, regularly backup your files. Use a memory stick, CD, or your hard drive. If it will KILL you to reproduce the document, make sure you have it in more than one location.

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

Approved by Associate VP Jim Stevens for mailing to campus.

May 2004

Combating Spam

We are testing some more aggressive anti-spam measures. In a 24-hour period, the new system blocked 122,000 inbound connections to SHSU. We will continue to try new techniques to help reduce the irritating onslaught of unwanted mail. This measure may also provide increased security since it can automatically refuse messages more quickly.

Reminder: If you want to send your mail marked Spam directly to trash, just login to Blackboard, and choose Software Guides, and E-mail to get step-by-step filtering instructions for Netscape, Outlook, and Entourage.

Think Spam is new? A founder of one of the first dot-coms says it was coined as a term for unwanted mail over eleven years ago. The initial documented solicitation mass mail was from Digital Equipment Corporation announcing their new DEC-20 computer in 1978. Since SHSU purchased a DEC-20 for administrative purposes (back in those dark ages), we may have helped encourage the use of direct e-mail advertising. AARGH!

Guest Access to the Internet

SamNet Wireless now provides wireless guest access to the Internet for campus visitors. Whether people are here for a professional conference, Orientation, or camps, they can bring their PDAs (Personal Digital Assistants) or laptops and login to the Internet free of charge.

Campus guests will not have to have visitor accounts if they want Internet access only. Wireless access is now available in the following areas:

Newton Gresham Library Mall Area	George J. Beto Criminal Justice Center
Lowman Student Center	Lee Drain Building
Academic Building 1	Thomason Building
Smith-Hutson Building	Evans Complex
	Academic Building 4

Reminder: If you are using wireless without SHSU's VPN login, your information is going out as clear text. Anyone that wanted to "eavesdrop" could. We strongly encourage our University users with authorized usernames to login instead of using guest access. This will allow your information to be encrypted.

Sam Menu

You should have received your new PINs by now from the Registrar's Office. You will use these in combination with your username and password to enter your grades.

Try it out now and make sure you can access the *GRAD01MG Online Grade Entry* program. This program is available under *Student Records* . Only the professor on record for each section is permitted to enter those grades.

Purchasing

If you are ordering a new workstation, we will be glad to work with you on the order. That way, it can just be delivered straight to Computer Services (1803 Avenue I, Computer Services, Room 131) and we can simply configure your machine for the campus network while it is here. When the configuration is done, we will schedule a time to deliver it to your office.

Before sending old computers to Property, first do a Computer Services work order to have your hard drives erased. You are responsible for the University information and software that has been saved on your equipment. Make sure no one purchases your old computer and obtains private records.

Dell sells more than Dell products now. You can purchase HP printers, Xerox printers, digital cameras, scanners, networking products, etc. from Dell. If you are ordering equipment that is computer-related, give us a call for recommended products. Proper prior planning prevents poor performance!

A New Web Server

We have just purchased an additional server to provide more redundancy for our web server. If you have cgi scripts on your University web pages, or other "fancy" processes, please verify they will function on the new server. You can go to http://ww3.shsu.edu/. We have the complete SHSU web site snapshot from last week mirrored on this new machine for testing purposes. Just check out your page and make sure it is still doing what you planned. This server will be up and down as we fine tune the processes.

Blackboard

Blackboard will be taken down Friday May 21st at noon for software updates. We will be installing a Blackboard Application pack upgrade. This will move us from 6.1.0.1 to version 6.1.5.5.

The application pack contains maintenance items as well as the following new features:

- Course Templates: Blueprints for new courses. Templates can be based on existing courses or new courses can be developed specifically as templates.
- Messages: Internal course communication tool with the functions of an email account. Messages may not be sent or received outside of the course.
- Glossary: Listing of important terms in a course and associated definitions.

Macintosh Changes

With OS X, it is now possible to provide storage similar to the PC S:\ drives. Macintosh users will have 75 Mb of space that will be backed up nightly by Computer Services. If you log in on any networked Macintosh, you can access your storage space. You will be able to open that Powerpoint presentation or Word document in your office or in your classroom for instance. We are also working on simplifying the system of installing applications from the network.

Training

Many of you were interested in the Adobe InDesign Course we offered last month, but could not attend. We will be offering it twice in May! Review the Training Calendar for details on this and other classes.

Tired of seeing every PowerPoint presentation look the same? Find out what enhancements are available in the new version that will be installed campus-wide this month. Take *Powerpoint 2003, Word 2003, Excel 2003, Access 2003*, and/or *Office 2003 What's New* through Mindleaders. If you do not yet have a subscription to the online Mindleaders training system, contact Christy Cross for access.

Security

Student technicians for Computer Services will now be wearing official SHSU Computer Services t-shirts as well as their name badges. Make sure the person working on your computer equipment is the "real deal."

Tech Tip

Ever want to just copy the Excel values and not the formulas? Highlight the row or column, click Copy. Then click Paste Special. A new menu will come up giving you choices of Formulas, Values, All Except Borders, and some additional options.

Excel Users

Database Update

The programming staff just completed a week of training on the MIMER database. This intensive training is part of the MAGIC project first mentioned in December 2002. We are converting hundreds of files into one database for better **M**anageability, easier **A**ccessibilty, simpler **G**UI interfaces, platform-**I**ndependence, and a **C**lient-based environment.

All Users

A former computing science professor at Uppsala University in Sweden came here to provide the training. His visit here included his first ever baseball game (the Astros) and a trip to the church for barbecue. His impressions of SHSU and Texas are captured in his letter back to us.

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

Approved by Associate VP Jim Stevens for mailing to campus.

May 2004

Combating Spam

We are testing some more aggressive anti-spam measures. In a 24-hour period, the new system blocked 122,000 inbound connections to SHSU. We will continue to try new techniques to help reduce the irritating onslaught of unwanted mail. This measure may also provide increased security since it can automatically refuse messages more quickly.

Reminder: If you want to send your mail marked Spam directly to trash, just login to Blackboard, and choose Software Guides, and E-mail to get step-by-step filtering instructions for Netscape, Outlook, and Entourage.

Think Spam is new? A founder of one of the first dot-coms says it was coined as a term for unwanted mail over eleven years ago. The initial documented solicitation mass mail was from Digital Equipment Corporation announcing their new DEC-20 computer in 1978. Since SHSU purchased a DEC-20 for administrative purposes (back in those dark ages), we may have helped encourage the use of direct e-mail advertising. AARGH!

Guest Access to the Internet

SamNet Wireless now provides wireless guest access to the Internet for campus visitors. Whether people are here for a professional conference, Orientation, or camps, they can bring their PDAs (Personal Digital Assistants) or laptops and login to the Internet free of charge.

Campus guests will not have to have visitor accounts if they want Internet access only. Wireless access is now available in the following areas:

Newton Gresham Library Mall Area	George J. Beto Criminal Justice Center
Lowman Student Center	Lee Drain Building
Academic Building 1	Thomason Building
Smith-Hutson Building	Evans Complex
	Academic Building 4

Reminder: If you are using wireless without SHSU's VPN login, your information is going out as clear text. Anyone that wanted to "eavesdrop" could. We strongly encourage our University users with authorized usernames to login instead of using guest access. This will allow your information to be encrypted.

Sam Menu

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Approved by Associate VP Jim Stevens for mailing to campus.

E-mail the Helpdesk

June 2004

Saving Safely

As a reminder: do not save items to your desktop. These are part of your PC profile, and not considered permanent storage. If anything goes wrong with your profile, it would have to be reset, and your desktop documents could not be restored. Save shortcuts only there---not the actual files.

When's the last time you backed up your profile? Would you be lost without your address book? Save your information now. Click *Start, All Programs, SHSU Utilities, Backup, Backup Profile, Bookmarks, Address Book.*

Purchasing

Pass/Fail time! If you are still using Windows 2000, you must ensure your machine is ready for XP. You can check this yourself. Click Start, Programs, SHSU Utilities, SHSU Check Computer Utility. If your machine passes the Processor test, your machine will be fine for XP.

All machines that fail the disk check will be removed from the SHSU network for security reasons by September 15th. These computers would not have the necessary space to install future security patches. If you do not have the funds this FY to order a new machine, you may purchase just a new larger hard drive (40 gig) for $66. This will permit your PC to function until the new fiscal year acquisition can be made. Use the Workstation Upgrade Request Form.

Blackboard

There's something new popping up in the Blackboard Instructor Center. Some of you might have noticed the **Demonstration Movie** links showing up in the Blackboard Manuals section. To make learning how to use Blackboard easier and more interactive, we are adding Demonstration Movies that *demonstrate* different tasks within Blackboard.

These Demonstration Movies will gradually become part of all our online training within Blackboard (Software Guides & Bb Instructor Center).

Subnets

This summer we are starting a process to subnet the network. Not sure what a subnet is? A subnet is defined as "a network, which may be a physically independent network segment, which shares a network address with other portions of the network and is distinguished by a subnet number. A subnet is to a network what a network is to an internet." Did that clarify it???

Bottom Line: Dividing a network into subnets is useful for both security and performance reasons. We will be coming soon to your department.

Macintosh

There is currently a problem with UNX1 communicating over SAMBA (SMB) with Macintoshes. We are evaluating solutions at this time, and will keep you posted. As an alternative in the interim, you may transfer your files there using FTP (FETCH). For assistance, you may contact the Helpdesk at 41950.

Training

We will be offering three Adobe InDesign courses in June, so if you have missed out on this training opportunity, now is the time to sign up. The Summer is the perfect time to build your Blackboard classes. Computer Services is offering a number of Blackboard Course building training sessions in June. Bring your course materials, pictures and documents. Put them on your S: drive, a CD, or a USB drive before you come and you can upload them straight into the Blackboard course of your choosing!

Security

The United States Computer Emergency Readiness Team provides cyber security tips bi-weekly. Their most recent article regards E-mail attachments. Their expertise may help protect you from the wrath of your friends and colleagues---whether you're e-mailing here or at home.

Tech Tip

If you use a memory stick in your PC, use the computer tool bar to "Safely Remove Hardware" rather than just pulling it out. At the bottom right side of your computer screen where the time displays, you will probably have two left arrows. When you mouse-over it, it displays "Show Hidden Icons". This should allow you to see the icon to select to remove your memory stick. This action allows the USB drive to close down properly.

Office 2003

If you would like to use Microsoft Office 2003 on your home machine which you also use for University purposes, you may. Please submit the request so that we can schedule a time period when you can take the CD with you to load on your workstation/laptop. Due to Microsoft's licensing restrictions, you must return the CD after the installation; we don't have extra copies.

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

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July 2004

Rosters to Excel

With the Sam Menu roster program, you can easily create a text file that can be imported to Microsoft Excel. We now have step-by-step instructions in video format. If you learn easier by watching, check out the movie showing you exactly how to do it.

If you prefer written instructions: Log in to the *Sam Menu.* Click Student Records, and open GUI Programs. ROST01RG is View Class Rosters. After you select the semester, course, and section, you can choose "Write to Text File" or "Distribution List." Each of these are saved directly to your C: drive. You don't even have to FTP the files anymore.

After creating the file in the Sam Menu, open Excel, then click File, Open. Change the directory to your C: drive, and change the type to "Text Files" or "All Files". The filename will be the CID#yourusername.txt. Open it, and a prompt will come up asking if it's delimited. It is, by a tab. Excel will automatically know how to break the file into the correct columns. Just click Finish and you're ready to add the columns for your grades.

If you are using a Macintosh and would prefer to use the Web version of the roster program, we will provide the how-to instructions in next month's Update.

Blackboard

It's time to start moving material from your Fall 03 courses into your Fall 04 courses. We have set up 2 "**how-to**" movies that demonstrate how you can move your course materials. First is the copy item method that allows you to copy specific items from one course to another. The other is the course copy method within your course's control panel.

Do you need some **Bb Housekeeping**? Want to **combine courses** in the same or different sections? Would you like to cut down on your list of courses in Blackboard by **removing any unneeded courses**? Just contact Jacob Spradlin via e-mail or phone (x43929) and he will be glad to help!

WinZip

There is a built-in file compression feature in Windows XP. Therefore, we will be removing the WinZip program from the PC network. Since Windows XP has this functionality integrated within, we no longer have to pay to license a third party product. Graphical information on the basics of using the Compressed Folders option in WinXP is online. Watch the movie demonstrating how to use this feature.
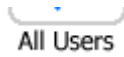
Sam Menu

At this time of the year, everyone wants to know how much money is left. There's now a new and improved way to find out the "Free Balance in Account". POST21RG is under the Financial System tab on your Sam Menu. The revised version allows you to select one account, a table of accounts, or all your departmental accounts.

This program was previously named POST21R (it didn't have the G). If Free Balance has been a "Favorite" program of yours, you'll need to save the new verson in that category. If you've never used the "Favorite" selection, try it now. It's a convenient way to save your most frequently used programs all in one place.

Training

The **Adobe InDesign** Courses have been a popular pick over the past two

months, so we will be having three more training sessions in July! Bring your current projects with you.

With the Fall semester approaching, get brushed up on Blackboard. Bring your course materials to any of our Bb training sessions and we will help you get them online!

Feel free to enroll in any one of our training courses listed on our Training Calendar, or sign up for some individual training that meets your needs! If you or your department would like instructional videos on SHSU-specific subjects, just let us know by e-mailing the Helpdesk.

Security

Maintaining security for a workstation at home can almost be overwhelming. Deciding between dial-up, cable, or DSL Internet connectivity adds to the mix. Carnegie Mellon University has created a Coordination Center devoted to giving you full explanations and also tips for what you should do to protect your or the University's investment in your computer.

Tech Tip

Have you tried making forms in Adobe Acrobat? When making Adobe Acrobat forms, you don't have to create your input fields in the order in which you want them filled out. You can easily set the tab order for your input fields by clicking on the Pages tab, right click on your page and select Page Properties. You can then set your tab order by using row order, column order, or document structure.

New Staff

Brian Tipton has just joined our fulltime staff as a Computer Technician. Brian is a 2002 SHSU graduate of Computing Science, and has been a student operator and programmer.

Jeremiah Dey has been a student programmer for Computer Services, and is now a Computer Technician. He is a senior CS major and is in the National Guard.

Dwyane Davis is a newcomer to the SHSU campus. He's now part of our networking team. Dwyane attended the University of Houston. Dwyane's been a Network Security Analyst consultant in the Houston area.

Free Stuff

To reward you for reading all the way through the Update, we're offering some freebies. Do you need a printer or a monitor? Be the first to e-mail the Helpdesk requesting one of the following items, and your department can have it! This month's options are:

- an HP LJ 4000n printer with an additional 500 sheet paper tray
- an HP LJ 2100tn printer
- a 17" CRT monitor

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

Approved for campus-wide e-mail distribution by Associate Vice President Jim Stevens

Information Resources Update — Sam Houston State University

E-mail the Helpdesk

August 2004

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SHSU Stats
- Page Rank Listing
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Rosters to Excel

Faculty

Last month we highlighted the Sam Menu application for downloading rosters. There is also a web version of this program on SamInfo. You may learn more about this procedure with our step-by-step instructions.

Blackboard

Faculty

Blackboard has two new features that our Bb faculty will find very useful. First, are you tired of cluttering up your personal Inbox with attachment after attachment from your students for class? Don't like the way the Digital drop box functions either? Then use the new Blackboard Messages feature (found in your Control Panel and the Tools nav. button). It is like your own e-mail within Blackboard. You can send messages to your students and they to you without using any space in your Inbox. All of the messages and attached files reside on the Blackboard server. Check out this movie that shows you how to use Blackboard Messages. Make it easy for you and your students to access the Blackboard Message system. Put a button/link for it in your course's navigation menu. We'll show you how!

The next new feature in Blackboard is the Course Glossary. It is found in the Tools section of your course. You can add a glossary of terms for your course in a place where your students will have easy access. Check out this quick walkthrough for a preview.

Telephone Directory

All Users

Send in your telephone number and office location corrections as soon as you can. If you have to make additional changes before the final deadline, that's fine. Just please give us as much lead time as possible to do all the data entry and proofing.

Purchases

All Users

If you place orders for Dell components or wish to be added to the SHSU Dell web site for creating quotes, e-mail the Helpdesk so that you can have an account set up to do so. All Dell orders processed by Computer Services should first have a workorder with a description of what specifically you want.

Training

All Users

Fall 2004 is almost here! Now is the perfect time to get your courses online with Blackboard. Sign up for any of our training offerings this month or enroll in some one-on-one Blackboard Training.

Trying to get your documents to the University Press for printing? Remember to put them in Adobe InDesign! We are offering two InDesign courses this month that can get you started.

Don't see something listed on the schedule? Need to set up a special course for your department? Contact Jacob Spradlin and he will work with you to put it together. Be sure to check out this month's training offerings. If you don't see the course you want, sign up for Training-by-Appointment.

Security-- End of Life for Machines

All Users

Do you have a really old computer? Run the Utility check, and find out if it meets the minimum recommendations. Click *Start, All Programs, SHSU Utilities, Check Computer Utility*. Your workstation may be approaching its "End of Life" if is is unable to:

- receive required security updates due to hardware limitations;
- or is infected with a virus or a worm and hardware limitations prevent patching;
- or is unable to support the latest SHSU software.

It may be declared "End of Life" and have to be removed from the University LAN in order to protect the campus network. For more information refer to the End of Life Procedures.

Tech Tip

Have you ever wanted to change the background of just one of your slides in Powerpoint? You can. Just click Format, Slide Background, and check the *Omit background graphics from master*, and hit Apply. PC Magazine gives lots of tips to save you time and frustration.

New Staff

Michelle Wallace has recently joined the Post Office staff. Michelle is new to the mail services career. Michelle's customer service experience includes owning two Huntsville eateries. She also founded and has been the instructor of the Trinity High School Tigerettes Dance Team.

Free Stuff

This month's Update once again included a prize for the first faculty/staff member that e-mailed in their request.

- An HP LJ 4050n printer went to Debbie McKerall for the General Business/Finance Department.
- A 64 Mb USB Drive went to Kelli Gunnels for the Office of the Registrar.

No Zip Files from Computer Services

A recent e-mail worm includes a zip file named file.zip and indicates it is from the "support team." The SHSU Computer Services department will NEVER send you a zip file generically like this. We do all the system installations remotely---or we come in person.

If you just delete it, you're fine. The following is the text of the worm e-mail. Its ghastly grammar italicized below from the excerpted e-mail should immediately alert you that it is a hoax!

```
=========================================================================
Dear user of shsu.edu,

Your e-mail account was used to send a huge amount of spam messages during the recent week.
Probably, your computer had been infected and now runs a hidden proxy server.

Please follow instruction in order to keep your computer safe.

Have a nice day,

The shsu.edu support team
```

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

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Information SH Resources Update   *Sam Houston State University*

E-mail the Helpdesk

September 2004

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Spam

All Users

Many of you write to ask "Why can't you do something about all this junk we get in e-mail?" We are. Honest! Here's just one day's breakdown for Monday, August 23rd.

Total Email Messages= 152,035
Messages with Harmful Content that we removed = 65,809
Messages tagged as Spam which you could filter if you wanted= 56,533
Messages with a Spam score so high we deleted it before it reached your box = 24,497
Virus Messages = 8,784

Blackboard

Faculty

Interested in seeing how Blackboard performs for your students? Need a refresher on Blackboard uses and terminology? Enroll in Blackboard 101 Online Training and take a self-paced, module based look at Blackboard from your students' perspective. To sign up for this online training component, send an e-mail to blackboard@shsu.edu and tell us to enroll you in Blackboard 101 Online Training!

Telephone Directory

All Users

The 2004-2005 will be delivered to your offices the first part of October.

Macintosh Browsers

Mac Users

Microsoft is no longering developing Internet Explorer for the Macintosh platform. Apple now supplies Safari as their standard browser. It's an Apple product and therefore is compatible with the operating system and software. We are also offering Firefox on our installs so you may have a choice. If you wish to use Netscape, we will be making a package of it soon.

Helpdesk

All Users

Our goal is to never have your Helpdesk calls go to voice mail. That goal has been way out of reach recently. We certainly felt the impact of hundreds of new freshmen this past week. On Monday, August

23rd, even though we were fully staffed, we still had 279 calls go to voice mail. Tuesday it improved to only 212! We are working overtime to handle your requests as quickly as we can. We appreciate your patience as our student and fulltime technicians respond to your calls.

A special thank you goes out to all the Computer Services students and fulltimers that worked incredibly long hours getting the residence halls' card access, ethernet, and phones up and running for Fall 2004.

Training

The Newton Gresham Library is offering a number of training sessions this Fall. Choices range from laptop setup to plagiarism detection. Also, be sure to check out the Computer Services training offerings for September. This month you can build your Blackboard course, filter your **spam**, create publications with Adobe Indesign and work on your web page!

Real Mail

The campus post office is now offering a price discount of 4.8% on sending one ounce mail or 3.8% on two ounce mail in standard sizes. The address must be printed straight on the envelope---or the label address must be carefully placed straight on the envelope. Each envelope must also have a return address. The price will be 35.2 cents rather than 37 cents for one ounce mail, and 57.7 cents instead of 60 cents for two ounce mail. You must use a separate postage slip for this mail so that it can be sorted and postmarked at the reduced price.

On-campus student mailings: there are 2,307 student boxes at the University post office if you're printing flyers for a student mailer. Bearkat Village and Sam Houston Village residents are not included in that total. They receive their mail in boxes directly from the downtown post office at zip 77340.

Tech Tip

Need to know how many words are in your document? In *Word*, click **File, Properties, Statistics**. In *WordPerfect*, click **File, Properties, Information**.

Security

The residence halls are now equipped with card access to enter the buildings. The student BearkatOne ID card can be swiped and the door will open if the student is on the approved entry list. Otherwise, they have to be buzzed in by a resident. This type access can now be provided at other locations throughout campus.

Free Stuff

We have nothing to give away this month! But thanks for reading this far!

All Users

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

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Information Resources Update
Sam Houston State University

E-mail the Helpdesk

October 2004

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- HELPDESK

SHSU Stats

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Labs

Reserve your teaching or testing lab space as soon as possible. Before you finalize your Spring 2005 schedule, check to see if lab space is available. Prior to advertising hands-on exams, please first find out if there are open labs with enough seats/computers.

There are two web pages to help you with this process: the Reservation Page and a page showing you which computer labs are already reserved. The drop-down menu will provide an informational sheet describing the hours, number of machines, and the peripheral equipment for each lab.

Blackboard

Are you tired of typing in test questions individually within Blackboard? Do you find yourself fed up with the tests the publisher is giving you for Blackboard, but don't want to go through the painstaking process of creating the upload file? Better still, have you been waiting for the right time to institute online exams to your classes? Well now is the time to try Respondus 2.0. Respondus is a PC product that we have purchased for the on-campus PC network. You can:

- Create exams and assessments offline using a Windows interface
- Have six question types, including feedback
- Import questions and accompanying images from rich-text files (ideal for converting publisher test banks)
- Spell check (includes dictionaries for English, French, German, Spanish, Dutch)
- Add tables, bulleted lists, font changes, and enhanced formatting (e.g. bold, italics)
- Insert mathematical and scientific symbols using the Respondus Equation Editor or MathType
- Embed graphics, audio, and video without having to write it in HTML
- Resize graphics and convert them to JPEG format with one click
- Add links to multimedia content on other servers
- Use the Exam Wizard to create an assessment in minutes, randomly select questions from multiple files, and assign point values by question type
- Create random sets of questions in seconds with a one-step wizard

To learn more, sign up for the Demo/Orientation session on the 12th of October in the Olson Auditorium in AB4.

ITV Classroom

Alecia Wolf from NETNet will be on campus Monday, October 18 to train interested faculty members on the NETNet ITV classroom: AB1 213. There will be two sessions; the first from 9:00 a.m. - 11:30

a.m., the second from 1:00 p.m. - 3:30 p.m. Please RSVP to James Van Roekel at vanroekel@shsu.edu or 4-3129 by Wednesday, October 13.

Security

National Cybersecurity Day is Halloween. Perfect timing because it is very spooky to hear reports of staff and faculty with passwords on Post-It notes stuck to computers. Please do your part in protecting our campus information and network.

1. Do a walkthrough of your department. How easy would it be for someone to see confidential information on yours and/or your staff's monitors?
2. Review your departmental forms and procedures. Make sure you are not requesting the social security number when the SamID number could be used instead.
3. And the old standby which apparently cannot be repeated too often: CHANGE YOUR PASSWORDS. Make them between 6-9 characters and include letters and numbers. It makes it much harder to hack if you also use both upper and lower case. On Nell: type *set password*, and you will be prompted for your old and new passwords. On a Macintosh, use the SamInfo utility to set your e-mail password. On a PC, change your password by pressing *Ctrl-Alt-Del* and choosing Change Password.

   After changing your Nell or Windows password, send e-mail saying that you have changed it IF you would like one of our freebies this month. This month's giveaways are: 1) a Latitude C series docking station for a laptop 2) a Latitude C series monitor stand or 3) a memory stick.

Ordering PCs

Do you need a number of new PCs for your department? This may be the time to place your order through Computer Services. Dell has a special Optiplex GX280 Small Desktop now available at an additional 29% discount through 12/13/04. As an incentive for orders of 5-9 computers, Dell is providing a free Laserjet printer. If you order more than ten, Dell is including a color LaserJet.

Helpdesk

The Helpdesk staff answering the phones are now also the maintenance staff coming to your offices. We have merged the software and hardware technicians with the goal of resolving your problems on the spot. Learning about Nell, Blackboard, residence hall networking, dial-ins, SamWeb, SamInfo, Sam Menu, printing, laptops, PCs, and Macintoshes takes time. We appreciate your patience as a LOT of new student helpdesk technicians get up-to-speed on this wide range of equipment and applications.

Training

Sign up for hands-on training with Respondus 2.0 this month. We are offering it four times so pick the time that is right for you. We will also be offering Adobe InDesign and Blackboard Course building.

Anything specific you would like to know more about? First check out the Documentation Training page within Blackboard or on the PC desktop with the icon SH Help. It is a good first stop for your new faculty and staff members. If you have suggestions of online demos you would like for students, please contact us. We would be glad to create those also.

Miscellany

All Users

The new telephone directories will be here by October 4th.

Under Construction! We are in the final stages of creating a new University home page which will give more emphasis to news highlights, more space for vibrant photos, and an enhanced emphasis on communicating and interacting with parents.

The final push to move all the University PCs to XP is underway.

Tech Tip: You can create and update an Access database with your Outlook contacts.

Reminder for real Mail: Use 77340 if it is a building delivery. The 77341 zip is only for box numbers.

New Staff

All Users

Please help us welcome two new staff members: Mike E. Taylor . (We're including his middle initial to eliminate confusion with the Mike C. Taylor, who has been a programmer here for years.) Mike E. has been a student programmer since Fall 1999. He graduated with a CS major and an Electronics minor December 2003. Mike is a graduate CS student.

Dan Owen also started as a student programmer in the Fall of 1999 and graduated December 2003. Dan was a graphics design major and plans to complete his master's in the new program of Digital Forensics.

All offers, training, or software above pertain to faculty and staff at SHSU only. If you have any questions, kudos, comments, or concerns, please **let us know**!

Approved for campus-wide e-mail distribution by Associate Vice President Jim Stevens

Information S̶H̶ Resources Update — Sam Houston State University

E-mail the Helpdesk

Update Navigation
- 2000 to XP finally
- Software
- Security
- Blackboard
- Training
- New Browser
- Update Archive

Support
- Software Guides
- Training Calendar
- Blackboard Support
- Web/Faculty Support
- Lab Reservations
- UCS Forms
- Computer Services
- HELPDESK

SHSU Stats
- Web Page Rankings
- Web Server Stats
- Blackboard Stats
- Portal Server Stats

Farewell to 2000

PC Users

It really is going to happen. As of December 21st, 2004, PCs on the University network can no longer have the Windows 2000 operating system. PCs that cannot be upgraded to XP will have to be removed from the local area network (LAN).

The original schedule for this change was Summer 2003---as was highlighted in the January 2003 Update. We mentioned it again October 2003, June 2004, and October 2004. We have delayed it repeatedly to make the transition easier for people and departmental budgets.

Please insure your department will not be adversely affected by this change. Review the list of computers by node number that are still using the Windows 2000 operating system. The first three letters of the node indicate the building. If any are in your building, please check with your department. Users---please notify your supervisors if your machine is considered EOL (End of Life) and will not work after this semester. Supervisors: please check with your faculty, staff, and graduate students now so that you can have the new equipment (if necessary) in place before Spring.

Software: Coming and Going

Faculty

SPSS: In response to the high demand for *SPSS*, the University recently received *SPSS 13* and has renegotiated a new license for the *SPSS* software suite. The modules included in this license are *Base*, *Advanced*, and *Regression*. The software can now be installed on any University-owned computers, INCLUDING laptops. However, it cannot be installed on personally-owned computers.

If you would like to have *SPSS 13* installed on your University-owned laptop or stand-alone University workstation, please contact the Helpdesk at 41950 and arrange to sign out the installation CDs. Standalone installation instructions are available for download. CD installation is not necessary for University desktops or laptops with a full SHSU Computer Services installation.

Our license no longer covers the modules: *Tables*, *Trends*, *Categories*, or *AMOS*. If you are using one of these and your department would like to pick up the cost to continue this module, contact the Helpdesk.

We are currently working on an installation package for University desktops and will be deploying this over the network as soon as it is tested. Help us speed up the process by offering to be a tester. Just call the Helpdesk if you are willing to check for bugs.

Mathematica: In contrast, there has been very low demand for *Mathematica*. Since it is not being heavily used and it is very pricey, the license for Mathematica will not be renewed. *Mathematica* will be taken off the network at the end of the site license period in August 2005. If you are using this software and your department would like to cover the cost of the license, contact the

Helpdesk.

Classroom Software: The deadline is here for notifying us of the network software that you plan to use for classroom purposes for Spring 2005.

Have a Safe Trip!

All Users

What are you doing to ensure the security of the information on your laptop when you are traveling? The U.S. Computer Emergency Readiness Team offers these reminders.

- Use Passwords. If someone else picks up your laptop in the airport when you go through security, will they be able to easily read your confidential information?
- Store your data separately. Even if your laptop dies or is stolen, you will still have your information.
- Backup your data to other devices. Same as above---with the extra concept that if it matters, you should secure it in more than one place.
- Install anti-virus software. If you are going to use your laptop on the Internet, this is a must.

Enhance Your Classes: Use Bb

Faculty

Spring '05 courses are now available for Blackboard faculty. You will be able to copy from your Spring 04 courses up until the first day of Spring Classes, when they will be removed from the system.

Import your test questions directly from a word document saved in RTF (rich-text format). With Respondus you can embed graphics, audio, video, and add mathematical symbols all without knowing any HTML. You can set up your test and deploy it within your course without entering Blackboard. For more information check out the Respondus software Guides.

Learn Something New

All Users

Be sure to check out this month's training offerings. We are adding a Microsoft Outlook Archiving course for PC users. This course will show Outlook users on PC how to keep the size of their inboxes small and help them manage the clutter of their Inbox. Outlook for Macintosh works differently, so we will schedule one-on-one training for you. Contact Jacob Spradlin (43929) and you can reduce the size and clutter of your e-mail tidal wave!

We are offering more Respondus Training for Blackboard faculty as well as Blackboard Course Building courses which are geared toward helping you copy your Spring '04 courses into your Spring '05 Bb listings.

You will notice a new section in our Software Guides. We have added a Getting Started section for those students who are new to SHSU. So, if you have students who are having trouble setting up their computer account, registering for classes or other issues, you can suggest they Get Started!

Try Something New

Consider switching browsers. _Firefox_ is now available on campus for networked PCs and Macintoshes.

All Users

Firefox is getting rave reviews. USA Today recommends this newly improved browser as a great way to thwart spyware. Forbes says _Firefox_ is better than Internet Explorer by "leaps and bounds." The extremely enthusiastic recommendation in Forbes came from a user of both Windows and Macintosh workstations. One desirable feature of the _Firefox_ browser is that it includes popup-blocking and strong privacy controls. Also _Firefox_ can automatically import your favorites and bookmarks from Internet Explorer so the transition is convenient.

For Macs, click MacHd, Applications, and _Firefox_. For PCs, click Start, All Programs, SHSU Program Installation Menu, Browsers, Firefox 1.0.

All offers, training, or software above pertain to faculty and staff at SHSU only. If you have any questions, kudos, comments, or concerns, please **let us know**!

Approved for campus-wide e-mail distribution by Associate Vice President Jim Stevens