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January 2005



Faculty

Instructional Labs

We're requesting faculty assistance in ensuring that SHSU students have a positive experience in the general labs. Please do not tell students to just print off their syllabi and class handouts in the labs. Unlike many other universities, we do not assess a separate charge for student printing.

Lines can quickly lengthen if all students are coming in to print off handouts that could have been duplicated and given out in class. This extra burden comes at the same time that students are trying to add/drop classes, and leads to unnecessary congestion. Additionally, lengthy PowerPoint printing can practically shut a lab down. If you'd like more information on how to set up your PowerPoint presentations for more efficient printing, please check with Jacob Spradlin at 294-3929.

All Computer Services labs have now been upgraded. None of these workstations have internal 3.5 drives. There are floppy drives available for checkout, but we recommend flash pen drives as a backup for student work on the S: drive. You may also have your students use the Dropboxes in Blackboard as a substitute for handing in a floppy disk.



Mac Users

The T: drive

During the semester break, we upgraded the T: drive. It is now on WinFS1. As a reminder: you must be using OS X or higher to access this drive or use the Sam Menu.

You can map the T: drive manually by replacing "WNTAP1" with "WinFS1". All the sharenames will stay the same. Inside that "Mac" share is the "common" folder.

Go to File/Open and open your file manually in the program -- the file associations are gone unless the file had an extension.

- To connect to the "Mac" which is a temporary storage place for this transition, Connect to Server -> and enter the Address: smb://winfs1.shsu.edu/Mac. Your files will be in the "common" folder inside this share.
- If you currently have files on the Mac share, you need to copy them elsewhere as the Mac share is only a temporary storage place for this transition.
- To connect to the "common" share (T:) Go -> Connect to Server ->and enter the Address: smb://winfs1.shsu.edu/common

If you want your file saved with shared departmental access, you should put it on the T: drive, stored under "common".



All Users

Homestyle Security

Did you get a new computer during the holidays? If so, make sure that you have done everything that you can to protect yourself. Carnegie Mellon has prepared a list of things to do [Before You Connect a New Computer to the Internet](#).



All Users

Every Call Matters

The beginning of a semester is always a hectic time for everyone on campus. If you need help in managing the voice mail boxes for your department because of the heavy volume, please contact Betty Brewer at 4-3777 for assistance.



All Users

SHSU Visitors

For the year 2004, the University web site had 9,977,905 visits--just shy of our 10 million goal. You can easily see with these numbers how imperative it is that we present the most enlightening, interesting, up-to-date information possible. We are reviewing web pages at this time, and will be visiting with departmental liaisons to assist in enhancing your pages. There are a number of tips and techniques that can help improve your Search Rankings so that prospects and others can find you.

If you are creating a new major, you should create a page just for that. For instance, think of marketing it from the beginning so that if someone wanted to google "military history," SHSU's program would appear near the top. We have a number of niche markets that we can promote much more effectively with just simple page editing for tags, page headings, and keywords. Give Garrett Gowens a call at 4-1851 and get started.



Faculty

Blackboard

Spring 2004 courses will be removed from the system on Monday January 10th. Be sure to copy or archive any courses you might need before then. If you need any assistance copying or archiving your Bb courses, contact Jacob Spradlin.

Need help getting your Spring semester courses ready? Has it been a while since you've used Blackboard and need a refresher? Then the Blackboard Brush-Up course is just right for you. Did you know that Blackboard has some new features and tools that you may not be familiar with? You can learn how to use the Discussion Grader, add staff option and other new facets of Blackboard. Just enroll in the Blackboard - What's New? course offering this month!



Learning

Did you resolve for this New Year to become more efficient? Really---it's easier than resolving to diet! If the computer is a vital part of your function here at SHSU, don't neglect your training. Take the time now to attend one of the [Computer Services classes](#).

Each month, in addition to our normal offerings for faculty and staff, we will offer courses geared specifically for SHSU students. This month, students can learn the best way to **Protect their PC's** from harmful ad-ware, virus infestations, and worms. Students who are still unsure what their computer account and SHSU's computer system is all about, can sign up for a **Getting Started** course. A course on how to navigate the **Blackboard** system for students is also available.



Faculty

A New Semester

Faculty on PC's: Remember you can use the Sam Menu to create a text file of your student roster for use in Excel grade books. The program is ROST01R which you can access under the Student Records option. Select the radio button "Write to a Text File".

Faculty on Macintoshes or PC's: You can use the SamWeb option of Excel Gradebook File on the [Faculty Web Page](#).



All Users

Kicking Off Spring 2005

We appreciate your patience and support as our programming staff, helpdesk technicians, and network technicians intensively focus on Registration priorities during the January 10-14 week. As an FYI, Registration will not be in the Coliseum this spring. Each department will be handling their functions in their offices.

Faculty Just Now Returning to Campus: Due to Physical Plant's scheduled power outages during the break, you were reminded to log off your workstation (as you should do each evening). If you did not log off when you left, your profile may be corrupted. Please check this by logging in in your office on your SHSU computer account as early as possible so that you won't be inconvenienced at the last minute with classes starting. Get help now before all the students return and swamp the Helpdesk.

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

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All Users

Sam Menu & SamWeb

In our continuing focus on converting administrative functions to GUI programs, we are discontinuing some of the duplicated Nell programs. As of February 15, the Book Order Maintenance program (BORD01M) and the associated reports will be removed from the Nell menu. These programs are available on the Sam Menu.

Course Section Maintenance (SECT01M) and Unofficial Transcripts (TRNS30R) will be removed from the Nell menu on March 1st in favor of the versions that are available on the Sam Menu. The Unofficial Transcript is now also on [SamWeb](#).



All Users

Zip It!

Look at your S: drive and your space on the T: drive. Do you have some huge files there? If so, you can save space by compressing the files. If the file is important but not used daily, reduce the size by zipping it. If you need to send a colleague several documents, zip them together and create a smaller attachment. The recipient will be able to download it much faster.



PC Users: A freeware alternative to WinZip is now available. It is called [IZArc](#). The program can be accessed at Start Menu\Programs\SHSU Utilities\IZArc. It is also available in the Explorer contextual menu system. (That fancy name means you can just right-click and the option will appear.) Right-click a folder, select IZArc, and choose Add to Archive File for the first file. Delete the large unzipped file. To Unzip it, you can right-click and choose Extract Here.

Macintosh Users: Right-click or for those with one button mice control+click a folder or file and select Create Archive of folder.



All Users

Security

As many of you are aware, there have been a number of thefts of University and personal items in the last few months. Another classroom projector was stolen in January. Please make the extra effort to help thwart thieves by locking your doors.

Apply the same caution with University information. Make sure you change your password regularly, and logoff your computer each evening. Your monitor should be positioned to ensure that casual observers cannot see confidential information. If someone drops in or if you have to step away from your desk, turn on your screensaver.

PC Users: You can do a quick Windows key-L to lock your monitor

Macintosh Users:

- Click System Preferences.
 - Click Desktop & Screensaver.
 - Click Screen Saver.
 - Click Hot Corners.
 - Set a corner to start the screensaver.
 - When you put your mouse in that corner you'll lock your screen.
-



All Users

Print a Page or Two on Us

Anyone need a toner cartridge 92298A for an HP laserjet 4, 4 Plus, 4M, 4M Plus, 5, 5M or 5N? [E-mail](#) us and ask for it.



All Users

What's Good and What's Not

The Helpdesk provides support for university equipment and software on the local area network. Each month's Update will now include the versions of software and minimum requirements for hardware with planned dates for phase-out.

- The supported version of Macintosh machines is OS X.
 - The supported version of Microsoft's Operating System is Windows XP.
 - The supported versions of Office suites are Microsoft's Office 2003 and WordPerfect Office 2000 for PC's and Microsoft Office 2004 for Macintoshes.
-



Faculty

Blackboard: Four Cool Things

1. E-mail Storage: Blackboard can help you reduce the size of your E-mail Inbox.
2. Scheduling: Your students can schedule an appointment with you within Blackboard.
3. Course Content: You can add a Glossary for your courses.
4. Course Grading: You can now easily assess student performance within the Discussion forums.

If you are interested in learning about these or other new Blackboard features, enroll in one of the *Blackboard - What's New?* classes.



All Users

Learning

[Mindleaders](#) is the University's source for Online Training. The Computer Services Department will pay the annual subscription fee for fulltime staff or faculty. Perhaps you have forgotten that you have this option. You can check the [attached list](#) to see if you are still enrolled.

If you would like to enroll, please do. Take advantage of classes ranging from Paintshop and PowerPoint to Estate Planning and Interview Skills. Just ask your department head to e-mail [Christy Cross](#) requesting a subscription for you.

We also offer [classes here on campus](#). Coming up with course topics is the hardest part. [Tell us](#) what you want to know.



What'd they say?

Do you ever feel that "computer people" are speaking a different language? Bone up on this short [Glossary](#) so that it's not all Greek to you!

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All Users

Sam Menu & More

We are moving the administrative database to a more powerful server. The database will be offline the evening of March 18th starting at 6 p.m. During this move, Sam Menu, SamWeb, the SHSU Menu, Nell batch jobs, and SamInfo will be down. All SHSU faculty, staff, and student information will be unavailable during this time.

All systems should be up again by Saturday morning, March 19th. We scheduled it for the Friday evening of Spring Break to hopefully cause as minor an inconvenience as possible.

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PC Users

Scary Profiles

Your Windows login profile is designed to allow you the same environment whether you log in at your desk, in a lab, or at Java City. The smaller the profile, the faster you can log in. Not really a surprising revelation there! Profiles get scary if you save files on your desktop; then they can take on a life of their own.



Because of the load time and overall storage space concerns, try to trim whatever fat you can with your profile. Do not save any documents, mp3's, or pictures on your desktop. Cut and paste them elsewhere. If you are no longer using a program you installed, remove it and give the system one less application to load. Contact the [Helpdesk](#) for clean-up help if your wait to log in or log off is especially long.

This month, we will be implementing a Profile Management system for students. Students will be warned immediately with a popup message when they exceed their quotas. This notification will force them to fix the problem before attempting (and failing) to log off. Once they have deleted enough programs or files to safely save their profile, they can log off.

In labs, students can get help from their lab assistants. If they are working as student employees in your department and get the warning, you may contact us at 41950 and a Helpdesk Technician will remotely help clean up your student worker's profile.



All Users

Don't Get Scammed!

We have had complaints recently from faculty and staff that they were victimized by Ebay and PayPal e-mail scams. The fake Ebay message asking you to input your account information was reported by [PC Magazine](#) and others December 2003. The [PayPal scam](#) was publicized in September 2002. The [Nigerian solicitation](#) has been circulating for twenty years via e-mail, and as far back as the [1920's by letter](#).

Protect yourself. First learn from [PayPal's seasoned advice](#). Using their tips, you will know the warning signs indicating a suspicious e-mail. You can then do a quick Google search with some of the wording from the questionable e-mail. You can easily find out if others have already reported it as fraud. Use your same common sense on the Internet as you would with a stranger asking you personal questions. Don't give away the store; don't be a victim!

We are testing and will be loading some updates to help prevent these "phishing" scams from reaching your SHSU e-mail address.



All Users

Print a Page or Two on Us

Anyone need a toner cartridge 92295A for an HP Laserjet II, IID, III or IIID? How about a 92298A for an HP Laserjet 4, 4Plus, 4M, 4MPlus, 5, 5M, or 5N? Also available is a toner cartridge for the HP 4000 series. Thanks to Mgt/Marketing for sharing their leftovers. [E-mail](#) us and ask for the one you want.

As an additional reward for your taking the time to read the Update this month, we are giving away a box of Skilcraft 8 1/2" x 11" paper for a department. So you can print 4,000 pages on us! Be the first to write in requesting the paper.



All Users

Change is in the Air

The SHSU [Alumni Membership Application](#) is now a convenient online option within SamWeb.

A new version of Acrobat, [version 7](#), is ready to go out to campus PCs and Macintoshes.

[Service Pack 2 for WinXP](#) will be pushed to your PC soon. The updated fix from Microsoft will eliminate some glitchy problems that you may have been experiencing.



Faculty

Blackboard

Coming Soon! Three ways to make the Blackboard experience better for you and your students! Be on the look out for these three new Blackboard Building Blocks.

[Blackboard Search \(Search LX\)](#)

Users can search for content within **all** of his/her Blackboard courses or within **specific** ones. Searches are limited to the courses in which the user has access. For a sneak peak at the possibilities, take a look at the [Blackboard Search How-to Guide](#).

[Blackboard Teams \(Teams LX\)](#)

A tool for **creating group projects** and assignments. Teams LX is a tool for problem based learning. Teams allows students to work cooperatively in groups as they seek to formulate, organize and present their solutions online in the

form of **rich media websites** .

Blackboard Journals (Journal LX)

Journal LX is a **web Log Tool (blog)** that allows the student(s) and or instructor(s) to create a **web based journal** in which they can add content at Regular Intervals. Users can add links to other web sites, upload documents and images as well as **comment** on the Journal entries of others.



All Users

Schoolin'

When's the last time you learned a new technique or skill? Sign up for one of this month's technology classes. This month we are offering a course that will help you get the **junk** out of your inbox! Come back after Spring Break ready to learn how Blackboard does even more for you. There will be 4 courses dealing with **Journals** in Blackboard and collaborative group **Teams Sites**.



All Users

New Help

We know you HATE getting voice mail at 41950. So we have added an additional fulltime staff member to the Helpdesk. Norma Vazquez, a December 2002 Cum Laude graduate of the SHSU Computing Science program, comes to us from TDCJ-ID. She will be training in all areas of the Helpdesk from hardware to software to operations.



Adam Courville is joining the Systems group this month. Adam is completing an associate's degree at Montgomery College this summer. He also has an AAS in Electrical Engineering and a BAS in Automated Manufacturing from the ITT Technical Institute. One of Adam's responsibilities will be campus video conferencing.



All Users

What's Good, What's Not

The Helpdesk provides support for university equipment and software on the local area network. Each month's Update will now include the versions of software and minimum requirements for hardware.

- Operating Systems: The supported version of Macintosh machines is OS X. The supported version of Microsoft's Operating System is Windows XP.
 - Software Packages: The supported versions of Office suites are Microsoft's Office 2003 and WordPerfect Office 2000 for PC's and Microsoft Office 2004 for Macintoshes.
 - Hardware Configurations: The minimum requirement for SHSU Local Area Network support for a PC is a 1GB processor, 512mb RAM, and a 40GB disk. The minimum requirement for a Macintosh on the LAN is a 766mhz processor, 512mb RAM, and a 40GB disk.
-

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

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**Scam Alert: SS#'s**

Montgomery College's President recently warned students of a scam asking for their bank account numbers and social security numbers. As a reminder: SHSU employees should request and use the SamID whenever possible rather than asking students to provide their social security numbers. Let's make sure our students KNOW that e-mail or telephone scams like these would not be a legitimate University request.

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**Not-so-Dangerous Liaisons**

Do you have a fulltime staff or faculty member that is handling technology issues for your department more than 25% of the time? For benchmarking purposes, state and national entities are requesting information regarding the University's decentralized FTE's currently providing technological help. So we need the information for reporting purposes.

Additionally, we'd like to set up a mailing list targeting the University's staff/faculty handling college and departmental networking and computer issues. We want to ensure departmental liaisons are aware of the background technical changes, security concerns, and plans so that we can create a true liaison relationship. Please e-mail the [Helpdesk](#) with the username(s) and percentages of FTE's devoted to technical support.

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**A Macintosh Town Hall Meeting**

You are invited to a get-together solely to address concerns of the University's Macintosh community. There are a number of issues that have come to light such as administrative privileges with the new operating systems and accesses to Sam Menu University functions. Please come with your questions and help provide input.

The meeting will be held at 3:30 p.m. on April 6th at the Olson Auditorium.

**Sam Menu**

In January, we reported that we were removing the Unofficial Transcript from Nell March 1st. In response to feedback, we postponed that until we could "speed up" the Sam Menu version. We're doing that now by deleting the background image; the new date to remove the TRNS30R version on Nell will be April 15th. We appreciate your comments and input. If something is not working up to your expectations, please tell us.

Other programs now on Sam Menu that will be removed from Nell April 15th include:

- ADMN09R - ADMISSIONS LOG VIEW
- ADMN77R - PREP EQUATION
- ADMN79R - PREP-INATOR
- MAJR01MC -ACADEMIC MAJOR CODE FILE MAINT
- ROOM01RC - COMPRESSED ROOM REPORT
- SECT02M - DEPARTMENTAL SECTION MAINT



All Users

Print a Page or Two on Us Again

We have five black/white Dell 1700 personal laser printers to give away this month. Since the University is split into five divisions, (we're counting President's Office areas with University Advancement areas as one) we're awarding a printer to one lucky department within each division.

Refer to the review to make sure these printers will fit your department's needs and space. Then be the first from your division to e-mail us if you want a 1700 for your dept. We do appreciate your taking the time to read the Update.



All Users

Change is in the Air

A (better) Quicktime streaming server is now available. If you want to stream video with it, you must first have a Mac account, and also be added to the Streaming Group. Contact the Helpdesk if you'd like to be in this group. Macintosh users can then map (afp) to the MACQT server, login with Macintosh username/password, choose the streaming volume, and then choose the desired folder.



If there is a demand from our PC community, we can add server access for you also. Please e-mail the Helpdesk and let us know of your interest in using the streaming server.



Faculty

Blackboard

Do you ever wonder how you can post a image on a Blackboard Announcement? Do you get stumped with a Bb question, but don't have time during the day to call the Blackboard Team? Why not check out our Blackboard FAQ located in **Blackboard Central**. You'll find the answer to that announcement/image question as well as many others.

The group's getting back together! The Blackboard Best Practices group (formerly the Blackboard Users group) is going to start meeting again. What better way to learn the ins and outs of Bb than to see what your colleagues are doing! If you are interested, e-mail Jacob Spradlin with available days and times. This group will meet monthly.



Expanding Your Skills

With this month's selection of technology classes, we are focusing on the new features in Blackboard. Blackboard Faculty can learn how to utilize the new Journaling, Team Building, and Searching features that are now available with Blackboard at SHSU. We've received many calls this month on Keeping Spam down in your Inbox, so we will once again be offering an Outlook: Filtering your Spam course.

As always feel free to use the Training-By-Appointment option to sign up for any Training sessions not listed on the calendar.



New Help

Christopher Walker joined the Systems group March 16th. Christopher will be your contact for computer purchases as he is now in charge of Inventory. You can continue to call in your Work Order requests for quotes to the Helpdesk at 41950, and Christopher will be coordinating the order.



What's Good, What's Not

The Helpdesk provides support for university equipment and software on the local area network. Each month's Update will now include the versions of software and minimum requirements for hardware with the new or changed information highlighted and bolded.

- **Memory Sticks: Purchase (and encourage your students to buy) flash drives that are USB Mass Storage Compliant. Want details of why?**
- Operating Systems: The supported version of Macintosh machines is OS X. The supported version of Microsoft's Operating System is Windows XP.
- Software Packages: The supported versions of Office suites are Microsoft's Office 2003 and WordPerfect Office 2000 for PC's and Microsoft Office 2004 for Macintoshes.
- Hardware Configurations: The minimum requirement for SHSU Local Area Network support for a PC is a 1Ghz processor, with 512mb RAM, and a 40GB disk. The minimum requirement for a Macintosh on the LAN is a **733** mhz processor, with 512mb RAM, and a 40GB disk.

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**Safe and Secure**

Do you ever store an Excel file document with student or staff information on your laptop? If it were stolen, would the thief gain access to private data? From something seemingly as minor as one single PC theft, the [University of California](#) exposed 7,000 students to identity theft since social security numbers and names were recorded in a file on the laptop.

Have you ever provided an outside vendor names and addresses for a mailing? Did you take security steps to ensure they would not sell those names? Did you ensure that you did not provide further identifying information to that vendor? [Tufts University](#) had to alert 106,000 alumni that an external vendor's database had been breached.

Do you keep a file of your staff's important information such as home address, emergency contacts, social security numbers, and driver's license numbers? With that information, an identity thief is home-free. Take extra steps to protect your employees. Use the SamID instead of the ss#; password protect your confidential files.

If a student walked in your office right now, could they see a password on a Post-It note on your monitor? When's the last time you changed your password? SHSU needs the complete focus of all faculty and staff to ensure we're not headline news for a scandal regarding an information loss. We cannot ensure 100% that a determined hacker won't break in---but we can make major progress in stopping opportunistic thefts.

**Departmental Technical Liaisons**

These are the departmental contacts that we received last month in response to the Update. There should be more, lots more. If your department has an individual whose responsibility involves administering a server, managing software, or assisting departmental users with technology decisions, we need contact information. Please send the department, username, and percentage of time spent supporting technology to the [Helpdesk](#).

Management & Marketing	Gerald Kohers
Writing Center	Delma Talley
Residence Life	Dana Grant
Sam Houston Press	Rick Carpenter
English	Lillie Busby

If you have a server that you're maintaining on the system, you must complete a new [Device Administration Form](#). We are now requesting details regarding the types of information that you will be storing on your server. For the safety of the campus network and its confidential information, departments must assume the liability and responsibility for patching and securing standalone servers.



Mac Users

Macintosh Fire Hazard

Did you get a 15-inch Powerbook G4 last year? Apple has announced a recall of the battery due to its overheating. You can check [online](#) to see if your battery is affected by this recall and needs to be exchanged.



All Users

Managing the T: Drive

There has been confusion as to what the T: drive is for and how it is used. The folder called "Common Area" is going to be renamed next month as the "Unrestricted Area" to clarify that the T: drive itself is called the Common drive. Do not store confidential data in the T:\Unrestricted Area. It is meant as a temporary storage space---and is open to all.

If you want to provide information to your students, please use Blackboard for this purpose, rather than the T: drive. That allows students easier access from on- or off-campus, from a PC or a Macintosh.

Look at the T: drive for your department right now. Make sure you restrict confidential information of University employees, donors, students, and applicants in folders that only authorized users can open.



All Users

Thanks for Reading

We have toner cartridges available for someone: an HP 27A and an HP27X which work with the HP Laserjet series 4000-4050. First-come, first-served. Just [e-mail](#) us and ask.



All Users

Cleaning and Chilling

Do you use a projector in the classroom or at staff meetings? The projectors and bulbs are quite pricey. You can help extend the life of both.

Cleaning: A dirty filter makes the projector hotter which makes the bulb burn out sooner. You should regularly (once a month or at least quarterly) clean the air filter on the [projector](#). Check your manual to find out where the filter is. You can do this with canned air, a vacuum, or at least blow on it!

Patience: Give the bulb time to cool down properly when you're finished using it before moving it. If you have an older projector, make sure you turn off the lamp before powering down the projector. The newer ones should have this safety feature built in. Do not move the projector while it is on. The lamp is very sensitive.

Hot Enough to Fry an Egg : Do not leave a projector in your car on a hot Texas day---or if you're traveling, it shouldn't be in temperatures below 40 degrees.

No Touching Allowed: Do not touch the glass portion of the bulb when you're changing it. Handle only the metal portion of the bulb; the oils from your hands can damage the bulb.



Blackboard

Blackboard faculty, we have the news that many of you have been waiting for. We have a **workable portfolio solution**. So if you are interested in implementing exportable portfolios for your students, and would like some training, get in touch with [Jacob Spradlin](#).

New questions and answers have been added to the [Blackboard FAQ](#). Point your browsers to [Blackboard Central](#) and look for the questions **and answers** that you have been searching for.



Expanding Your Skills

You've survived the Spring semester. Take advantage of the semester break to learn about your role in maintaining campus security as well as how to enter your own work orders.

We are offering a session on using the [SamWeb Computer Services work order system](#) on May 20th at the Olson Auditorium at 9 a.m. Whether you need a software, hardware, or telephone change, you may now enter the work order yourself. The old Gold-R system on Nell is being replaced with the SamWeb version. Come see how it works and offer improvement suggestions. We want it to make sense to you.

We are also offering a [Security Seminar](#) on May 24th at the Olson Auditorium at 10 a.m. If you're involved with student confidential information, wireless access, or managing servers, we encourage you to attend and learn what safeguards you should be using to protect yourself and the campus.

As an extra enticement for you to attend our SamWeb and Security training this month, we will be giving away door prizes for your department's use including a black & white [Dell 1700 personal laser printer](#).

As always feel free to use the [Training-By-Appointment](#) option to sign up for any Training sessions not listed on the calendar.



Losing Help

Steven Piraino and Wade Williams are leaving our Computer Services department. They have both accepted computing positions elsewhere. We have been fortunate to have these two Sam alums as student workers and as fulltime programmers; we will keep you posted as to their replacements. Just check with the Helpdesk if you previously got assistance from them.



What's Good, What's Not

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

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All Users

Safe and Secure

Tired of having your projectors, computers, or lab equipment stolen? We're trying out a new product, [Sonic Shock](#), designed to deter theft. The Sonic Shock is a ten-foot electronically monitored tether that you will attach to your valuable item. A siren is triggered by cutting or unplugging the tether. If someone does try to steal the item, it will trip the siren, and that unpleasant sound will last for approximately two hours. It does not have a motion trigger, so it will not emit false alarms. You can order the Sonic Shock by placing a Helpdesk Work order through [SamWeb](#). Each alarm costs \$80.

If you do see someone walking quickly out of your building with their backpack screeching, please notify UPD at extension 41000!



All Users

Passphrases

We constantly encourage you to change your passwords. To emphasize that it should not be just a "word," we're now changing the terminology to "passphrase." Your passphrase should be between six and nine characters to ensure it is long enough to be difficult to hack, but short enough to remember and type easily, and still comply with all the length restrictions of SamMenu as well as Windows.

A passphrase should include letters, numbers, and special characters. If your favorite song is the 1977 hit "Lay Down Sally " by Eric Clapton, you might choose your passphrase to be "lDs_EC77". This passphrase uses lowercase for the first letter of every word of that song title, an underscore, uppercase for the singer's initials, then ends with the year. It sounds confusing at first, but if the song makes you smile, then everytime you type your passphrase, you'll smile too. Try it. If you make this your system or something comparable, it will be easier the next time to create your new passphrase.



Mac Users

Macintosh New OS

Wondering when the newly released OS 10.4 will be rolled out? Please have patience; we're working on it now. Should be soon!



All Users

AKA

For several years, faculty, staff, and students have had the option of creating an e-mail address alias [online](#). Therefore, some common last name aliases are already taken by students. If you have not yet created an alias, you may want to use your first initial with your last name, or

your first name, a period, and your last name.

If you need an official departmental alias also, you may now create that yourself too. Each faculty/staff member may have up to three aliases: one for your personal name, and the other two if needed for general departmental e-mail. You may not use a slash as a character in your alias. You will use your username, social security number, and PIN to [create your alias](#). We have added security on this procedure to ensure only you can request your alias since your alias is printed in the SHSU telephone directory.

(Staff: Your PIN is a six-digit number and is likely your birthdate unless you have changed it. We do recommend that you change your PIN to a number that people cannot guess. Use [SamWeb](#) to set your new PIN.)



All Users

Thanks for Reading

We have yellow, cyan, and magenta toner cartridges available for someone using an HP Color Laserjet. First-come, first-served. Just [e-mail](#) us and ask.

We also have a large [Dell Color 3100CN printer](#). Please note that the Dell printer will not be network-capable. It can however be used as a departmental personal printer--- just not as a networked printer. If you have the space, [ask](#) for it.



Faculty

Blackboard

Blackboard faculty, we are holding the Summer I 2004 Blackboard courses open for you until Friday at 5pm. So, if you need to, now is the time to copy your old course information into your new courses! Need help? Use this [flash demo](#) to get you started, or contact the [Blackboard Team](#) and we will help.

Did you know that Bb now has a Merlot search, course and individual journals, student driven content building for projects? You didn't? Then be sure to sign up for any of our "[Bb What's New](#)" courses this month!



All Users

Expanding Your Skills

Remember your option to use the online training system of [MindLeaders](#). New computer classes include the web page editing program, Dreamweaver MX 2004 and the graphics program Photoshop CS.

MindLeaders is not solely technological training. You can also improve your management skills by taking courses such as Employee Motivation, Business Communication, or Time Management. (If you don't have the time to take one of these classes, you may definitely need to take the Time Management course.) The Computer Services department will pay your annual subscription fee so you can take those classes. Have your supervisor/chair send an e-mail to [Christy Cross](#) requesting your subscription. You can take courses all year long

at your convenience 24/7.



All Users

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All Users

Safe and Secure

Keeping the campus network safe, as well as your workstation and data, is a continuously evolving process. The standard install for University machines allows a typical user access to all the SHSU programs. This install protects the machine from most spyware and adware. A default installation allows quicker responses and fixes from the Helpdesk when maintenance is required and protects the system settings. So for most all readers, you're good to go!

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We recognize that some faculty/staff need the flexibility to perform unique technological functions. If you do require additional privileges for academic or job-related reasons, you may become a Power User for your PC/Macintosh workstation. This status will permit you to install most licensed software to your machine, and yet will not impact the system registry.

Local Administrator/Root privileges will be issued on a temporary basis to allow special local installations. Long-term administrator privileges will require additional approvals to ensure extra efforts are made to keep the campus secure. Contact the Helpdesk at 41950 or submit a Work Order if you need a status change.

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All Users

Passphrases

Passphrases (passwords) for the Storm/Windows/e-mail system will now expire after one year. Don't get caught with it expiring when you have a critical deadline.

Change your passphrase today. Then choose your birthday, anniversary, or the first day of fall or spring classes as the reminder date to change it annually thereafter. On a PC on-campus, you may reset your passphrase with the CTRL-ALT-DEL option while logged in, choosing Change Password. This option simply requires you to know your current username and password.

On- or off-campus, from a PC or a Macintosh, you may reset your password through [SamInfo](#) with your username, social security number, and PIN. Since you do not have to be currently logged in your workstation to use this method, it is more restrictive to ensure that other people cannot change your passphrase.



Mac Users

Macintosh New OS

Still wondering when the newly released OS 10.4 will be rolled out? We're hoping to have it ready by the middle of July. We appreciate your patience.

Admin
Users

Decentralizing Printing

Remember the olden days when green-bar printers were all SHSU had? Are you possibly old enough to recall how big a deal it was when you got an attached or departmental printer? With the advent of PDF printing, Nell, SamWeb, and SamMenu users can have immediate gratification by being able to print administrative reports directly.

Whether you are printing mailing labels or reports, your departmental laser printer can provide a high quality, professional, legible output for recipients and readers. If you still have a program that automatically prints to the old-style, low-quality line printer here, please do a [Work Order](#) requesting the change. A programmer/analyst will be glad to work with you on your printing projects.

Admin
Users

Vendor Look-Up

Need a Vendor ID number for a purchase voucher or order? The SamMenu has the VNDR35R option allowing a Vendor look-up by name under the Financial System choices. The POST42RG Account Detail by Vendor also has the same functionality within the program.



All Users

Reach Out and Touch

Since SHSU is so close to the fourth largest city in the United States, we want to make it as simple as possible for Houstonians to communicate with us. We are establishing a new calling system which will permit a local Houston call directly to an SHSU office. Callers will not have to go through the University switchboard or a phone menu system. Students, prospects, fans, and parents can go straight to a human voice!

We have a limited number of direct phone numbers that can be publicized via University marketing efforts. This initial listing will be in this fall's Houston telephone directories. If you would like to have a Houston number for your department, please forward your request through your dean or vice president to the [Helpdesk](#).

Department	SHSU #	Houston #
Main University Menu (0 will reach the Switchboard)	41111	281-657-6416
ADMISSIONS	41828	281-657-6417
ADMISSIONS VISITOR CENTER	41844	281-657-6418
ALUMNI	41841	281-657-6419
ATHLETICS	41726	281-657-6420
CASHIERS OFFICE	41083	281-657-6421
COMPUTER HELPDESK	41950	281-657-6422
CONTINUING EDUCATION	43701	281-657-6423
CORRESPONDENCE OFFICE	41005	281-657-6424
FINANCIAL AID OFFICE	41724	281-657-6425
REGISTRAR	41040	281-657-6426
RESIDENCE LIFE	41812	281-657-6427
STUDENT ACCOUNTS	41089	281-657-6428

THEATRE CENTER	41339	281-657-6429
UNIVERSITY HOTEL	41703	281-657-6430
ORIENTATION	41782	281-657-6431



Faculty

Blackboard

Summer I & II 2004 Blackboard courses will be removed on July 7, 2005 to make way for the 2005 courses. So, if you need any material from those courses be sure to copy it into current courses or archive the course somewhere safe. For instructions on copying course materials, visit the [Blackboard software guides page](#) or you can [ask the Blackboard team](#).

Blackboard Downtime

Blackboard will be unavailable on Sunday, July 3 from 8am - 6pm for hardware upgrades.



All Users

Expanding Your Skills

This month we will be offering two Blackboard Brush-up courses so that you can bring your Summer I courses up to speed and get a headstart on your Fall courses. So bring any course materials you need and we will help get your courses tuned up and ready!

Are you an on-campus advisor for a student organization? We are offering a Web Page Building course for student organizations. The course will be driven by the web needs of the organizations in attendance. So let your webmaster know so they can sign up. These and other training opportunities are available online via the [Technology Training calendar](#).



All Users

Paper for You

This month's reward for reading the Update, AND changing your password, is a case of 8 1/2" X 11" paper for your department. You can print/copy 5,000 pages of syllabi, reports, or documents for free. Just reset your password, and then send in your e-mail requesting your paper reward. The first five requestors will receive a case of paper delivered to their offices.



All Users

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August 2005



All Users

It's a Jungle Out There

Is your campus laptop or home workstation protected from viruses? Don't even try to use it "just for a minute" if it's not. Symantec's results emphasize the risk is growing. In 2003, it took 15 minutes to be attacked. By 2004, that timeline had dropped to a mere 15 seconds. In just 1/4 of a minute, your computer could be "owned" by someone else. Check your home desktop or University laptop and ensure you have virus scanners running and Windows updates automated.



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Many of you have said, "I don't have anything important on there so it doesn't matter." Attackers are not necessarily trying to get your personal information. They just want your machine. Hackers target easily-compromisable machines to use as a launchpad for attacking others.

If you're not certain that you have automatic updates and virus protection on your University laptop, call the Helpdesk at 41950 for a work order.

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All Users

A Clean Start

Take time before the new fiscal year and new academic year to clean up your e-mail. Empty your trash and cull your Sent items. The University is spending a lot of space and time storing and scanning e-mail that should be deleted.



Mac Users

Macintosh New OS

We made progress with the new OS on the Mac server. Unfortunately, the new OS caused Firefox to crash. We are working with an Apple engineer on this issue, so please be patient. In the meantime, you can use Apple's browser, Safari.



Faculty

Your Cheating Heart

To help deter student plagiarism, SHSU has a license for [Turnitin](#). This system assists professors by identifying unoriginal content in student papers.

Jess Nevins, Reference Librarian, will be presenting Turnitin at *The Teaching Conference for the College of Humanities and Social Sciences* on August 22nd.

All faculty are invited to the open sessions scheduled for: Wed. Aug 24 at 3 pm, Wed. Aug 31 at 3 pm, and Thurs. Sept 8 at 3 pm. The presentations will be

in Room 157 of the Newton Gresham Library. For more information, professors may contact [Jess Nevins](#) at 43587 or the Reference Desk at 41599.



Downsizing

Have you ever used a projector that doesn't "fit" the screen? If your presentation appears larger than the screen (egos aside), you can modify the aspect ratio setting of the projector.

A projector here is normally set to Native with a 4:3 aspect ratio of room screens. The projectors may also project full 4:3 aspect ratios for screens that have 16:9 aspect ratios. Also a projector may project the full 16:9 aspect ratio on a larger screen. In other words, projectors have the ability to project a larger image onto a larger screen. This is not however the "native" application for the selected projectors.

The aspect ratio is typically adjustable through the projector's Menu functions. It will either fall under a *Picture* or *Aspect Ratio* tab. Most of the projectors have three settings: Native, 4:3 or 16:9. We recommend projectors be left in the Native aspect ratio setting.



A Few Easy Commandments

1. DO use the online [Computer Account Activation Request](#) for new faculty and staff. It's available through SamInfo, Computer Accounts.
 2. DO logoff at the end of each work day.
 3. DO reboot your workstation once a week.
 4. DO NOT power off your workstation.
 5. DO NOT save anything but shortcuts on the desktop.
 6. DO NOT give your password to anyone.
 7. DO NOT ask anyone to give you their password.
(Supervisors: if you need to retrieve some University information, ask the Helpdesk for assistance.)
 8. DO NOT log into Nell, SamMenu, or SamWeb and then allow your student staff in your account.
 9. DO NOT e-mail social security numbers. Use the SamID or username instead to uniquely identify the correct person.
 10. DO have a great Fall semester. Happy New Year!
-



Blackboard

Remember the days when you and your students couldn't log into Blackboard around 3 a.m. for an hour or more because we were backing it up? Due to some improvements in the hardware and software, Blackboard is now only down for a maximum of five minutes each day for backups. This change should make it easier for students around the world to use your Blackboard classes regardless of their time zones.



Expanding Your Skills

Start the new year out with some new knowledge focusing on cleaning up. First, we are offering an anti-spam course for Outlook to help you clean out your Inbox of real junk. Additionally, there will be two Blackboard brushup courses so you can "dust off" your course materials.

Please encourage your new faculty to get organized by attending the New Faculty Classroom Tools course.



All Users

Give away

Color toner cartridges for an HP 4550 are yours for the asking.



All Users

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-

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All Users

Helpdesk

The past two weeks have unfortunately been typical for Fall semester start-up. Dealing with Coliseum registration, office moves, dozens of new faculty, and thousands of new students has once again taxed the system a bit! We apologize for the fact that many of you have gotten the Helpdesk Voice Mail instead of one of our staff. Hopefully in the next couple of weeks, we can get back on track. We appreciate your patience.



All Users

Almost Like Being Here

We are now testing a new service to permit access to your University profile from anywhere. We would like your help in assessing it.

The terminal service is named "remote.shsu.edu" since you can now *remotely* access your University profile. The remote.shsu.edu terminal service offers your full SHSU PC desktop even if you are off-campus, teaching at the University Center, or lounging on the beach in Hawaii.

Please give us [feedback](#) on how well it works for you. After we complete this testing phase and determine the scalability and resources needed, we plan to extend this service to students. Remote access would allow your students to use the T: and S: drives from anywhere.

- Macintosh Users: [Download Microsoft's](#) terminal service for Macintosh OS X machines. Launch the client and type remote.shsu.edu and click Connect.
- Windows Users: Click Start, All Programs, Accessories, Communications, Remote Desktop Connection, and type in the server name: *remote.shsu.edu*. Alternatively, when you are off-campus and using Internet Explorer, you can remote connect through a University [web site](#).
- Linux users: Use the rdesktop or tsclient commands for *remote.shsu.edu*.



All Users

Asking for Help

If you have been here forever, you remember software requests as *Gold-R requests*. More recently, you have entered an S for Software Request on the Nell SHSU Menu. The Nell version has now been replaced with the SamWeb system. We are starting out the new fiscal year, as of September 1st, with the Internet version.

Please enter both your Administrative software requests and your PC, Macintosh, printer, and telephone work orders through the browser-based SamWeb system. The SamWeb work order system is under Computer Services and is available after login to SamWeb.

- If you are entering a software request, be sure to include the specific

name of the program, such as ROST01RG. If you have screenshots or documents that you would like to attach, you may do so. We recommend that you save the attachments in PDF so that any user can easily open them.

- If you are entering another type of work order, include what you have done to diagnose the problem, and the University tag numbers if the equipment is to be moved.

This is the perfect time to use the system for all your work order requests--- since the Helpdesk is so swamped with phone calls with semester start-up. Save your time waiting for a voice mail return and put your Computer Services Work Order request directly in the queue.



Mac Users

Macintosh New OS

Apple has not yet notified us of any progress with combining the new OS on the Mac server with Firefox. As a reminder, Apple's browser, Safari is your alternative.



Faculty

Podcasting

Academic Instructional Technology has a new [Introduction to Podcasting](#) webpage for those interested in producing their own podcasts.

Podcasting is related to RSS news feeds; people with the free software may subscribe to mp3 audio stories to be played on their computer or an mp3 player, like an iPod. These technologies are a natural progression in content broadcast for courses. Students can subscribe to audio lectures and text-based notes, and have them automatically downloaded.

You may [subscribe](#) to this and future podcasts.



Faculty

Check and Double-Check

If you teach with or have your students use a laptop in a classroom (such as AB1, 213), you may have set your computer to print to the printer in that room. When you return to your normal location, your laptop is still configured to that room's printer.

Please recheck your print configuration/defaults carefully before printing. Otherwise you may find out belatedly that your correspondence or exams are printing in another building. You don't want your confidential print-outs sitting in a lab along with student papers, for the taking.



Faculty

Blackboard

Do you want to get **more oomph** out of your

[Template Course](#)

Blackboard course? Do you want to leverage Blackboard to more **effectively reach your students?**

Try out our **Blackboard Template Course**: a pre-built Blackboard course with pre-identified content areas that can be easily customized to meet your needs. Each content area has "recommended content" as well as information about how to create the content. Materials for students on navigation, resources, and other functions and features have been created and are ready for you to tailor and put into your courses, complete with graphics.

If you would like your own copy of the template course, just contact Jacob Spradlin at 43929 or spradlin@shsu.edu.



Training

Check out this month's training [calendar](#). The NGL is offering several sessions for faculty: Refworks, Turnitin, and Research Databases for Business, History, Humanities, Sciences, and Social Sciences.

We are offering two more chances for new faculty at SHSU to attend a Classroom Tools Technology Orientation. The [Technology Training Calendar](#) contains enrollment links to these as well as Blackboard and E-mail Inbox cleaning courses. Our Blackboard courses this month include two "**You Call It**" courses where you just show up with your questions and problems and we will work with you to find answers and solutions.

As always, we offer training by appointment. Just use the link on the calendar for [Training by Appointment](#).



Freebie

Color (T005) and Black (T003) cartridges are available for an Epson 900 series printer for your department. [Write us](#) if you could use these cartridges. [Color toner cartridges](#) or a [drum kit](#) for a departmental HP 4550 printer are also up for grabs.

If you have computer supplies that you no longer need, we will take them off your hands. Thanks to departments--President's Office, Educational Leadership & Counseling, and Management & Marketing-- for allowing us to pass supplies on to users who can take advantage of the supply. Thanks also for reading the Update.



Dell Purchases - for Work or Home

You can now go directly to [Dell's site](#) to get the special SHSU pricing for the items that your department needs. This option will allow you to specify the exact configuration that you want---and know immediately what the pricing will be. You will then send your E-Quote number in with your Work Order request for the purchase. Computer Services will still place the actual order for you through Purchasing.

You may receive special Dell pricing for [personal purchases](#) also.



Staff--Lots of Changes

Ken Swiech is the new Inventory staff member in the systems group. Andrew Jahnke has taken over Steven Piraino's duties in installing software to the network.

Rick Gattis has transferred to our Helpdesk field team from the Physical Plant. He and Ronnie Whitlock will be supervising the student teams that will be coming to your offices. Dustin Thornton is now the supervisor for the Nell/server operations team that mans the Helpdesk 24/7. Bill Thomas is overseeing the switchboard operators. Norma Vazquez is now in charge of the 41950 Helpdesk team. Lucrecia Neff is the project manager for all these areas.

Kayla Stephenson is the new Lab Manager, and Jacob Spradlin is the project leader for this group. A new staff member, Joel Knox, will be joining this group on September 16th.

We have hired twenty new students this month. We appreciate your patience as we get the year started.



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October 2005



All Users

Save, Save, Save

The power outages are wreaking havoc with individual workstations, as well as, the switches that power the buildings. Be especially conscious of saving your work. Back up anything that is critical.

Profiles can be damaged when the electricity goes off while you are logged in. To help protect your information and your profile, log off each day. This is also a good time to backup your Windows profile. Click *Start, All Programs, SHSU Utilities, Backup, Backup Profile, Bookmarks, Address book* and save a current copy of your profile so that we can try to restore it if needed.

If your profile does get corrupted:

1. Reboot your machine,
2. Write down your node number, and
3. Come over in person with your picture ID to the Helpdesk (AB1, 147) to get your profile restored or reset. We do not want to reset your profile without assurance that it's really you.

We are asking for your patience during this time. We have had nearly 200 work orders placed in the past 72 hours, with many of these being complete system failures due to the intermittent power outs. We are doing our best to get to each and every person as quickly as we can.



All Users

Reach out and Touch

Staying in communication is very important during times such as these. You can find reminders and tips in several places. We post messages as highlights on the [main University site](#), Nell, Sam Menu, and the PC logon notice. In addition, we can update the University switchboard voice message.

The Public Relations Office maintains the [Today@Sam](#) web site and the emergency information number 936.294.1826. If you have scheduling/closing information, please notify the Public Relations office. They will then alert the Computer Services Helpdesk and University switchboard operators. We want to ensure we have up-to-date information to pass on to our concerned parents and students.

Thanks for spending the time to catch up on the news in the Update. We are giving away [1/2 box of paper](#) to the first reader that asks.



Academic

Converting from Nell to Sam Menu

The moves continue with GUI programs replacing the old Nell programming. SECT20R, the SECTION SCHEDULE REPORT will be

removed from Nell on October 15th. There is a new version of the program "SECT20RG" available now on the Sam Menu under Student Records.

You may view the sections by *All* for the entire university, select a single *College*, pick only one *Department*, or further restrict it to just one course *Prefix*. You can select only the open sections, and you can choose to have it sort by faculty or department.

As of 10/15, we are also removing the advisement program, ADVS01M, from Nell. It is now available from the Sam Menu.



All Users

Break the Chain

The United States Computer Emergency Readiness Team (US-CERT) offers cyber security tips. [Tip ST004-009](#) addresses e-mail chain letters. These e-mail forwards can be a serious security risk since they may mask viruses or worms. However, even the "innocent" ones that are just hoaxes and urban legends can be detrimental to the University network. US-CERT points out:



- Chain letters use bandwidth and space in your Sent and their Received boxes
- Unsubstantiated e-mail causes recipients to waste time sifting messages and verifying the information
- Urban legends and hoaxes spread unnecessary fear or concern.

Please do not use your University e-mail account to pass on chains---unless you have first verified the legitimacy. For instance, a desperate Amber Alert was posted and forwarded for a little girl named Penny Brown who did not exist. Another popular forward is a gas boycott. It uses oil company information that is completely inaccurate.

The [US-CERT tip site](#) offers a number of URLs that will allow you to easily check the veracity. Or---just Google a section of the e-mail. You'll quickly get a response indicating if [Urban Legends](#) or [Hoaxbusters](#) has already debunked the story.

It's bad luck if you DON'T break the chain!

Thank you for taking the time to read the Update. As a further incentive for you to continue reading the Update, this month we are giving away an SHSU USB 512 Mb [Flash Drive](#) to the first e-mail requestor.



Faculty

Catching the Blackboard Wave

Over the past month we have had quite a few faculty hop on board and catch the Blackboard wave. Additionally, sixteen SHSU student organizations have adopted a Blackboard Organization course site.

The Blackboard Template Course contains pre-identified content areas that can easily be customized to meet your needs. Each content area has recommended content topics, as well as, information about how to create the content. Materials for students on navigation, resources, and other features are also

available. If you would like to try a Blackboard Template course, our [Blackboard Team](#) would be glad to create one for you.

Blackboard Day @ Sam Houston

A special day is planned near the end of the Fall semester to help get you started on the Spring Semester. Mark your calendars now because Blackboard is bringing their trainers to our campus. Make plans to attend Blackboard Day at Sam Houston on Tuesday November 29, starting at 9 a.m. Topics will include:

- Learning Theories in Education
- A Blackboard Update covering planned release enhancements
- Extending Blackboard with Building Blocks. A Box Lunch will be provided to those who register for this session.
- Blackboard Course Spotlights
- The Blackboard Backpack demo.

You may register for the November 29th events as soon as we finalize the plans for the location.



Training

Check out this month's training [calendar](#).

All Users

Researchers: Learn more about *RefWorks*. Do you hate repeatedly formatting references based on the specific journal to which you are submitting an article? If so, this session may be a real timesaver. The NGL staff will explain how to download bibliographic information in numerous formats, such as national journals, or MLA. You can also share your information with a collaborator if you are co-authoring an article. [Sign up](#) for a class. Two more sessions of *Research Databases in the Social Sciences* are offered this month also.

Computer Services is offering more **Blackboard: You Call It** courses this month where you choose what you want to do.

Do you have a department web page? Are you having a hard time keeping it up to date because you are not quite sure how and are worried about messing up the page design? If so, contact [Jacob Spradlin](#) and set up a Macromedia Contribute session for the folks in your department who need to get information out on your web page. Macromedia Contribute is a web content updating software that makes updating your department's web page a snap.

Computer Services will also be holding a weekly **Helpdesk FAQ** course for SHSU faculty and staff. The course will cover topics like *SamWeb* and *SamMenu*, how and when you should reset your *SHSU password*, profile management and much more. Feel free to bring your questions and we will address them.



Staff Changes

All Users

Garett Gowens is leaving SHSU for an opportunity in The Woodlands. Much of the University's web site is the direct result of Garett's

creativity and skills. We're going to miss him! Jacob Spradlin will be assuming the webmaster duties during the search for Garrett's replacement.



What's Good, What's Not?

The Helpdesk provides support for university equipment and software on the local area network. Each month's Update will now include the versions of software and minimum requirements for hardware with the new or changed information highlighted and bolded.

- Memory Sticks: Purchase (and encourage your students to buy) flash drives that are USB Mass Storage Compliant.
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All Users

Just Don't Do It

Do NOT write down your passphrase and tape it under your keyboard. Our student technicians have discovered these several times lately. This is a serious disregard for the security of the University's confidential information.

If you simply cannot memorize your SHSU password, make sure your written note is encrypted enough that others cannot figure it out. Remember: You are responsible for any actions taken from your account.

Supervisors: please do a walkaround of your department and ensure there are no passwords in sight.



All Users

Having your Cake and Eating It Too

The [September Update](#) introduced a new service called [Remote Access](#) which permits PC or Macintosh users to reach personal SHSU Windows profiles from home or other locations such as the University Center.



Macintosh Users: This same technology will also be used on-campus to replace the [wnterminal.shsu.edu](#) ([ts.shsu.edu](#)) option of reaching the Sam Menu (GUI). Instead [Wnterm1](#) ([remote.shsu.edu](#)) will be used. We will be redirecting the [WnTerminal](#) option as of November 15th.

If you use the University system from home, the Coliseum for Registration, the LSC for Orientation, or the University Center for classes, come hear how you may use your Windows profile remotely. You may register [online](#) for the training session on [Remote Access](#). It will be November 9th, at 2 p.m. in the AB4, 201 computer lab.



All Users

Neither Rain, nor Sleet....

The new University campus telephone books provide a reference page for departmental mail box numbers. There were some departments left off the published list. The [complete list](#) is available online from the [Mail Services](#) page.

The Mail Services department sends out a daily e-mail to notify departments that the mail has been processed and delivery service is underway (for those receiving mail delivery). If you would like to receive this notification, just [ask](#).



Converting from Nell to Sam Menu

The moves continue with GUI programs replacing Nell programs. BLOK01M, Student Block Maintenance, will be removed from Nell on November 15th. There is a new version of the program "BLOK01MG" available now on the Sam Menu under Student Records.



Faculty

Give Credit where Credit is Due

Trying to walk that fine line with classroom use of copyrighted information? Here are some basic rules.

- Thumbnails may be used without obtaining permission for images 100 x 125 pixels.
- Anything pre-1922 is in the public domain.
- Use four factors (purpose, nature, amount and effect) to make an analysis of whether use of a copyrighted work is "fair use".
- Fair Use is a one-time use only.
- You may use up to 10% or 3 minutes, whichever is less, of a copyrighted motion media work.
- You may reproduce the lesser of 10% or 1000 words of text material.
- You may use music, lyrics and music video—up to 10% but in no event more than 30 seconds of the music and lyrics from an individual work.

For more information contact the Newton Gresham Library or the Department of Academic Instructional Technology and Distance Learning.



Academic

Managing Lab Access

Please do not unlock the Computer Services labs. As you all have heard, there have been numerous thefts on campus. It is critical that labs not be left unattended. A representative from the Computer Services office must schedule and open the labs to ensure we protect the equipment. Additionally, a UCS person should be on-duty to make sure the printers are working and that the experience is a positive one for students.

If your classes have a hands-on portion---daily or infrequently---please visit with us before you finalize your schedule with the Registrar's office for the upcoming semesters. We want to accommodate each professor and class in the building and time that you want---but space does not permit that. So it has to be first-come, first-served.

The SGA has received complaints this semester about reserved labs that students cannot use, when the professor does not hold class and the lab sits empty. If you cancel a class for which a lab is reserved, please notify [Kayla Stephenson](#), the Lab Manager, so that we can ensure it is either staffed and available for student use, or locked. You can find out what resources and labs are available from the [Lab web site](#).



Faculty

Blackboard and WebCT plan to merge

You are cordially invited to **Blackboard Day, Tuesday, November 29**, starting at 9:30 a.m. in the Criminal Justice Center Courtroom.

Check out the [various sessions](#) available on the [Training Calendar](#). Sign up for one, several, or all of the Bb day events [online](#). We'll be giving away a memory stick at each session. Please come!

[Change](#) is coming. So take advantage of Sam's Blackboard Day to meet with the Blackboard representatives coming to campus. Use this forum to tell Bb the features that you currently have that you want, and the ones that you do not yet have that you need.



All Users

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All Users

Fa La La La La, La La La La

Although the University will be closed December 26-30, the Mail Services staff will come in so that you may receive mail. The post office will be open Tuesday December 27th and Thursday the 29th from approximately 9:00 a.m. till noon for package and mail pickups.

There will be some intermittent outages for the computer/telephone systems. Department heads: if you are scheduling any year-end projects during this week, please notify the Helpdesk so that we can communicate any last-minute announcements regarding downtimes.

Be sure to log off (not turn off) your computers before you leave for the holiday week.



All Users

Before You Buy (or Sell)

If you need a new printer, computer, or other technological accessories, please do a Work Order through the Helpdesk or online at SamWeb. Several departments have recently purchased printers that are not compatible with our SHSU local area network. We will be glad to work with you to try to meet your specific departmental needs. Think of Computer Services as your local *Consumer Reports* advisement center.

If you have obsolete computer equipment and would like to transfer it to Property for resale, delete any departmental information on the hard drive. Next, do a Computer Services Work Order. We will take the extra steps to ensure all data and programs are removed.



All Users

Going, Going, Gone

Supervisors: If an employee gives you notice that they are leaving, spend time evaluating what computer programs and files that they have that you will need after their departure. Ensure that files that are needed departmentally are stored on your departmental T: drive space. Discuss with them the programs that they have on Nell or Sam Menu, and how they are used, so that you can know specifically which programs must be provided for their replacement.

Staff/Faculty: If you plan on leaving, review your SHSU computer account and e-mail. Delete or save offline items which relate to you personally.

**Converting from Nell to Sam Menu**

The moves continue with GUI programs replacing Nell programs. There are two programs scheduled to be removed from Nell December 15th.

- APPR01M, Departmental Approval Maint
- APPR01R, Report of Approvals by CID#

Both programs have versions available on the Sam Menu under Student Records: APPR01MG, Departmental Approval Maint and APPR01RG, Students Approved for Course.



The T:/ Drive as it's *Commonly* Known

The May Update mentioned the T: Drive folder named "Common Area" would be renamed the "Unrestricted Area". Unfortunately, we forgot to do that!

So the new plan is to rename it at the end of the Fall Semester. This folder is a temporary storage space only, and files in it can be saved, read, edited, and deleted by anyone. This flexibility was designed to allow it to be a short-term spot to share files.

To improve security, **all files in this Unrestricted space will be deleted each night at midnight**. Any official business files that are now being stored there will be available either through the specific department's T: drive folder, or from the Intranet. For instance, the File Maker Pro forms will be downloadable from the Forms page.

As a thank-you for your reading the Update, you may request any of the following for your department's printing use: Canon NP 6000/7000/8000 Toner, 98A HP LaserJet Series 4 & 5 Toner, M4683G/A Apple LaserWriter 12/640 PS Toner, or Epson Black Cartridge T003 011.



Training

Individual one-on-one training is always available. If this next month allows you any free time as the students leave campus, please contact the Training office at 294.4357 to set up an appointment.



Blackboard: What a Day!

The faculty attendance and commitment to a day of learning on November 29th was phenomenal. The Blackboard staff had asked SHSU to commit to having twenty people attend. Thanks to all 52 of you that did attend!

The Bb team was extremely complimentary and admiring of the turnout, intellectual curiosity, and attentiveness of Sam Houston's faculty. Special thanks to Carol Ritter and Rebecca Schlosser of Ed Leadership and Counseling and Tom Chasteen of Chemistry for being guest speakers.

Congratulations to the following winners of memory sticks: Joe Muller of

Agriculture, Victoria Titterington of CJ, Carol Nardone of English, Jennifer Roberts of Ed Leadership, Chi-Sing Li of Ed Leadership, and. And a drumroll please Special congratulations to Gene Young of English: the grand prize winner of the San Diego trip for the Bb Conference in February.



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