Information SH Resources Update

Sam Houston State University

E-mail the Helpdesk

Update Navigation
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- Accounts
- SHSU Installations
- Blackboard
- Phoning for Free
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- Training Calendar
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The Face of Sam

All Users

In 2005, 13,470,519 visits were recorded on the University's main web site. Since this area is our vibrant front page to the world, it's time to update it with a new look. We are evaluating designs now that will give the University site a fresh, professional look, while complying with ADA, Texas, and federal design requirements.

Give us your opinions on a couple of our first drafts. Choice A or Choice B.

Software for Checkout

All Users

The University has licensing for some software packages that may be used on your University laptops, and also on your home computer if you are using it for SHSU business. For the Microsoft products, please complete the Microsoft Campus Agreement and we will contact you when the CDs are available for pickup.

All Computers

- Adobe Acrobat 7
- Mathematica 5
- SAS 9.1 * (limited # of licenses available for students & faculty)
- SPSS 13
- MacAfee Anti-Virus 7
- Virtual PC for Mac Version 7
- Microsoft Office

University-owned Computers Only

- MS Publisher
- Visual Studio Professional

From Woes to Pros

Faculty

Have you ever prepared the most pedagogically brilliant lecture (enhanced by Powerpoint) in the history of academia, and then had your projector not function? Here's some simple tips to make you a Projector Pro.

A projector is just like a multi-source flat-panel display. One has to properly select the incoming signal. Some projectors SHOULD do this automatically, but that is a feature that can also be disabled by an unsuspecting (evil) end user.

- When making the source choice: NTSC, RGB, and Computer (1 or 2) are for PowerPoint and laptop presentations. Composite, Analog and Video are typically for VHS/DVD combo system playback.
- Should the lamp light be visible on the projector lens but not displaying a preferred output, pick up the remote control and look for a "Source",

"RGB", "Video" and/or "Computer" selector. Cycle through the different modes, and you may be surprised at how easy it is to remedy the missing source problem.

Account Access

Last month's Update discussed administrative program management for replacement employees. A new GUI program has been written to make figuring out who has what easier. MITX06RG will list all the programs to which an individual has been granted specific access. It will also have the access level a person has for that program, if applicable.

Additionally, MITX11RG will list the descriptions of access levels that have been defined. Both programs are under Computer Services on the Sam Menu, and are open to all faculty and staff.

Making it Easier

We are phasing out the SHSU Installation Menu. If software is available on a PC, it will automatically be under SHSU Programs. All new software versions we have deployed since the beginning of the Fall Semester were placed directly under SHSU Programs.

Make it easier on yourself too. Start the new year out by protecting your profile. Click Start| All Programs| SHSU Utilities| Backup| Backup Profile, Bookmarks, Address Book.

Reminder: Just Say No to 1

The University, and therefore your department, is having to pay long distance charges for calls that can instead be made free of charge. Leave off the 1, and make many (formerly long distance) calls for free.

Prefixes 208, 344, and 536 in the 903 area code are within Huntsville's local calling zone. SHSU business calls made to Leona and Centerville, for instance, can be made directly without dialing 1, and will not result in a charge for your department. New Waverly can be called directly without even dialing with 936 area code.

You can also call many numbers in Houston free, without dialing the 1. All campus phones can dial, toll free, what's defined as the "Houston local calling area." You can dial many of the numbers within the 713, 832, and 281 area codes. The free calls do not extend to The Woodlands or Spring. Don't worry about those though; you'll just get a busy signal before you finish dialing if the number is not within the free zone. Just dial 8 and then the ten-digit number. (713 or 832 or 281)-yyy-xxxx.

Training

Individual one-on-one training is always available. Just contact the Training office at 294.4357 to set up an appointment.

Blockboard

A bit of Merlot can make your day or class go much smoother. MERLOT is a resource within Blackboard that allows searches for content enhancements. For instance, your lecture might be on Woodrow Wilson's presidency. You can quickly find, with a MERLOT search, a 36 second audio file of President Wilson speaking on democratic principles.

Within your class in Blackboard, under the Control Panel| A Content Area| click the drop-down search box, and choose MERLOT. You can then search for the videos, tutorials, article and photos.

Staff Changes

We are welcoming back **Garett Gowens**, **Wade Williams**, and **Jeremiah Dey** this month. Wade will rejoin the programming staff and Garett will resume his webmaster duties. Jeremiah is returning from a tour of duty in Iraq---so we are especially grateful to have him back safe and sound. Jeremiah will also be in the administrative programming group.

Ricki Hodges has been a mainstay in our web/Blackboard team as a student leadworker. She will be joining the fulltime staff this month. Ricki's a senior in the field of Multimedia Authoring/Graphic Animation.

Zac Braaksma will be supervising the maintenance team, along with Rick Gattis. Zac was formerly a student leadworker for us, and is replacing Ronnie Whitlock---who is now in Networking.

Aaron Daniel is our newest staff member in the systems team. Aaron's primary responsibility will be the Voice Over IP telephone programming.

To help you know who's who and how things are organized, check out our Org Chart.

What's Good, What's Not?

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Presentations Extraordinaire

All Users

Have you added notes to your Powerpoint presentation, then couldn't figure out how to access them during the actual talk without looking at a hard copy? Wish you could monitor the timing? Would you like to know what slide is next so you can segue more easily?

All those options are available when you follow a few steps. Your audience will see only the full screen. Your PC display will give you a list on the left of all the slides, a running clock to let you know how long you've been talking, your notes, and the next slide information. Try it; you'll love it.

Blogs (Web pages that are publicly accessible personal journals) can also give you ideas for improving design or adding the perfect quotes. Presentation Zen provides a blog discussing professional presentations, and ideas for adding pertinent quotes. Everyone is tired of Microsoft's clip art. Use Google Images or Zen suggestions to search for new interesting graphics for your presentations.

Use a USB flash card/memory stick to save your presentation. You can easily open your Powerpoint file on podium-installed desktops or laptops.

Trading Spaces

All Users

The Helpdesk is moving upstairs to AB1 203 and 208. This will permit the needed expansion of the server room, and finally allow us to remove that huge air conditioner outside.

You can still come to the Helpdesk Window in the AB1 Lab 144 for assistance during the day.

The Computer Services department is opening a computer lab on the bottom floor of White Hall. This lab will be reserved for large classes, and open for general student use. With the new residence hall being built at this end of campus, we anticipate a lot of traffic here by the Fall 2006 semester.

Proper Prior Preparation

Admin Users

Please use the Computer Services Work Order system whenever you require IT assistance during special events. For example, Saturdays@Sam is coming up on March 25th---have you done a work order asking for computer or telephone support?

Although we just finished Registration, it will be Summer Registration before you know it. Plan now for the number of laptops that you absolutely have to have. Please do not order extras "just in case." Prepare your work order early so we can ensure we can provide the support that you need.

If your department is moving, schedule the request for the computer move via the Work Order system. Once the furniture has been moved, we will be glad to come hook up your computers. Just call the Helpdesk at 41950 after the desks and the tables are in the new location, and we will try to respond as quickly as possible.

Extreme Makeover Bandwidth Edition

All Users

Our bandwidth has been tapped out a number of times recently. A solution is within sight---although we do not yet have the install date. Contracts can unfortunately take forever. However, our bandwidth will increase from 40 Mb to 200 Mb this month (hopefully).

Secure Security Numbers

Admin Users

Stand in your departmental reception area. Can you see any social security numbers or other confidential information on the front desk? Consider adding the privacy panel option to the front of the desks to eliminate people reading applications or transcripts.

Are there times this front office is unstaffed? If so, are the drawers and cabinets locked? Take the time to look at your area with a fresh eye and make sure you are doing everything possible to protect confidential information.

The Face of Sam with a Face Lift

All Users

Thanks to everyone for their feedback on the new web designs. We now have a plan, and hope to implement it within the next month.

Training

All Users

Remote Access Training - Need access to something on your account but you are stuck at home? Learn how to use remote acces and gain access to the tools and data you need.

PowerPoint Presenter View - Find out what slide is coming next, how much time you've taken and look over your speaker notes all while your students view your slide show.

Sign up, or request one-on-one training. Just contact the Training office at 294.4357 to set up an appointment.

Generally Mailing

Use generic settings on your home computer mail system:

smtp.shsu.edu, **imap.shsu.edu**, and **pop.shsu.edu**. This may not be a change for you; this caution is just if you have it set specifically to **unxmail.shsu.edu**.

Blackboard

For future semesters, you may choose to NOT have all your courses listed. If you are teaching two classes with Bb, and the other without, your students will only see the ones within Bb that you are actually using. By default all courses will be loaded. Starting with the Summer session, you may have your departmental secretary use the Section Maintenance program in Sam Menu SECT01MG to set the flag to noload if you prefer.

This month's Bb classes:

- Blackboard Review Status and Adaptive Release - ensure your syllabus is at least displayed by forcing your students to review it before they can access their first assignments/notes etc.
- Blackboard Best Practices - Find out how to use 7 easy tips to better build and maintain your Blackboard course.
- Blackboard Course Copying and Archiving - Learn how to copy individual items or an entire course. Laying off a semester in one of your courses? Why not back up this semester's course for use another time?

Staff Changes

We have to say farewell to Junie MacCormack this week. Junie is retiring January 31st. She's been a mainstay of our department, and will be sorely missed.

We are delighted to welcome Debbie McKerall to our staff. Debbie has been with the University for 19 years and was the 1994 Staff Excellence Winner. She is a 2002 summa cum laude graduate of SHSU with a Bachelor of Science degree in Management Information Systems.

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Sam Houston State University

E-mail the Helpdesk

March 2006

Stay Plugged In

All Users

In order for your computer to stay virus-free and patched, it needs to remain on the network. You should never unplug your workstation and plug something else in to that connection.
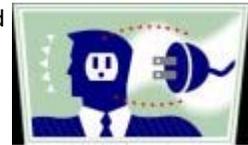
Do not plug your laptop into the network workstation connection. If you want to use your laptop in addition to your regular workstation, your department may purchase an additional line designated specifically for a laptop for your office. If you want to use your laptop as a wireless connection, no line would be necessary.

It is important that your mobile machine not be plugged in without special arrangements, as it could potentially already be infected. By plugging it in, you are taking the chance of spreading the infection to other machines on the network. Laptops should always go through the VPN server whether you are using a wireless connection or an extra hard line in your office designated for your laptop.

Also, remember to log off at night. This is a security precaution as well as a reminder to help you protect your profile and files.

New Stuff

All Users

New software is pushed out nightly as well as during the weekend to minimize interruptions during the work day. If you experience problems, first restart your computer before calling the Helpdesk. Recent changes include:

- PCs: Microsoft Project 2003(Management), SPSS 14 (Math Applications), Adobe Creative Suite 2, this includes: Photoshop, ImageReady, InDesign, and Illustrator.
- Macintoshes: Updated Adium, Firefox, Thunderbird, and Mozilla, and have added a package of Opera to the core packages.
- PCs and Macintoshes: The Drive Mapping function via Remote has been turned on. This will allow you to map the drives of the machine from which you are connecting to the terminal server.

Proper Post Perusal

Admin Users

Please review your logs for the administrative programs that you run from Nell, Sam Menu, or Sam Web. To ensure that your reports accurately reflect correct data, you must check that the programs finished without errors. if you would like assistance in deciphering your logs, please call the Helpdesk (294-1950) for an appointment.

Extreme Makeover Bandwidth Edition

All Users

Remember how we said last month that contracts take time? Well, the contract is finally officially signed, and the increased bandwidth is **almost** a reality: anticipated time is now during March.

To make up for the delay, we have freebies to give away. HP4500 color toner cartridges, T003 Epson Black cartridge for 900/900G980/980N, HP inkjet print black cartridges 45, and an HP inkjet print tricolor cartridge 23. Just write in and ask for yours. First-come, first-served.

Don't Fall for Ooompa Loompa

Mac Users

You may have heard about a new worm attacking Macintoshes through ichat. The file is being distributed as latestpics.tgz; it claims to be screenshots of the upcoming Mac OS X Leopard. You cannot be infected by this unless you do ALL of the following:

1. Receive email/ichat or download the file.
2. Double click the file to decompress the tarball.
3. Double click the file that gets uncompressed. The file that is uncompressed has a jpeg icon so the you may think you are opening a jpeg image.

So do none of these. You cannot be hurt by this if you just delete it. If you do not know the sender, do not open attachments, do not decompress unknown files, and do not open the resulting files.

The Web

All Users

We are in the midst of our annual web site audit. By state law, any key entry sites accessible from the main agency site, must comply with federal and state guidelines. If you maintain your departmental site, enroll in one of our two SHSU Web Compliancy courses this month. We'll show you how to make sure your site passes the web compliancy examination.

The SHSU undergraduate 06-08 catalog is currently being formatted for the web; it will be available soon.

Do you have great photos from campus? Please share. We will spotlight on the new main University web page. Please let us know if you notice any navigation problems or typos with the new pages.

Training---Here or in Cyberspace

Faculty

James Van Roekel, Director of the Office of Academic Instructional Technology and Distance Learning, would like to share information about an online training option from the Northeast Texas Consortium

(NETnet).

Advanced Internet Teaching Methods--April 17 – June 2, 2006
This course is for the online teacher with strong basic computer skills and a desire to provide a variety of learning experiences online which will appeal to different learning styles. Participants will explore advanced Web interaction techniques, plan for a streaming media project, understand compression and the impact on graphics file sizes, and develop animated and transparent graphics. Participants should have taught online for at least one year. Tuition $85 **Register online.**

You may request one-on-one training at anytime. Just send e-mail to the Helpdesk.

Why the Big Bucks?

Perhaps you've seen the TV ads for low-priced laptops. Wondering why the ones we recommend are pricier? A networked-machine requires more oomph than a personal one.

We use the Dell Business Class--Optiplex machines, rather than the home-use Dimension line. The Optiplex workstations are specifically designed with dependable stability in mind. You are assured that you will not receive refurbished motherboards, untested components, and quirky drivers.

Blackboard

A new user's group is being formed to meet the first Friday morning of each month at 9 a.m. in the AB1, 131 conference room. Come meet with other faculty and share successes and challenges.

Training Opportunities:

1. The Blackboard Assignment Manager has been available since version 6.0, but the word from Blackboard is that they are phasing out the Digital Drop Box in favor of the Assignment Manager in a future release, so now is a good time to learn how to use this much more user-friendly way to give out assignments/files and collect them in return.
2. The newest tool in Blackboard at SHSU is the ability to Adaptively Release your content. For example you can make a certain area of your course available only to those who have read the syllabus, scored a certain range on a online quiz, or only to students in a certain group.

March Madness

Lots of activities will be going on this month.

Instant Messaging: Planned changes include a new instant messaging system with a campus-wide implementation.

S: Drives: More space. That's the upside. The downside is this will mean some extended downtime while data is synced. We will keep you posted on our planned schedule for this synchronization interruption.

Mail: More space. Once again, the downside will be an extended downtime while we parallel the files. Reminder: use only the generic names (smtp, imap, pop3/pop) for connecting to the SHSU mail server.

Mail: Storage Formatting.   This will give you the ability to easily create folders in folders, as with Outlook Exchange.   There is one catch to this. Periods have special meaning and should not be used in the folder names. You should see a performance increase as it will be faster accessing large mail folders. Hopefully, no more corrupt Inboxes!

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All Users

Go Wireless

An extra battery for your laptop: $95

A wireless keyboard with encryption: $115

The freedom to use a computer where you want to be: Priceless.

The term "wireless" in this case refers to having access to the Internet without having to be plugged in to an Ethernet port. You can, of course, also use your laptop without being plugged in to an electrical outlet, depending on your battery power.

Many of you also prefer to have your keyboard and mouse wireless even if you are tied to your desk, instead of "surfing" on the beach. Please do not just purchase inexpensive keyboards or mice directly from a retail outlet without verifying they have an added layer of security. We recommend only keyboards with Bluetooth technology. The encryption algorithm in the Bluetooth specifications provides additional protection. This precautionary technology covers mice, keyboards, a mobile phone synchronizing with a PC, and a PDA using a mobile phone as a modem.

Take advantage of the extra security afforded through an encrypted device and help obstruct hackers. Don't make it easy on them!

All Users

Let's Get Physical (Plant)

Work requests destined for the Physical Plant Department can now be accomplished online at the department's Web site. The new request feature is an interim accommodation for those who wish to request work online and to receive a work order number by return e-mail.

Computer Services is currently in the process of designing a new Computerized Maintenance Management System within SamWeb for the Physical Plant which will have this and other enhanced customer service features for the campus community.

Faculty

Do You Have Reservations?

It is reaching the stressful time of the semester for every student who has procrastinated. The labs are getting busier each day.

Please remember to notify the Lab Manager if you are not going to use the lab that you have reserved. Are you prepared for summer? Ensure that you have

the needed labs <u>reserved</u> for Summer I and II now.

If your students are looking for a quiet spot to do their homework, recommend the new lab in White Hall.

Extreme Makeover Bandwidth Edition--Version III

Remember how we said the last two months that contracts take time? Well, now we're talking daily to Level 3 and AT&T as they complete the increased bandwidth connection. We know that it has been extremely slow frequently. We apologize, and assure you we are working with the vendors to implement the new connection as soon as possible.

Faculty/Staff Development---Here or in Cyberspace

You may request one-on-one training at anytime. Just send e-mail to the <u>Helpdesk</u>. You may also sign up to use the <u>Mindleaders</u> online training system. The Computer Services department will pay for your annual subscription to access this. If you want to learn more, ask your supervisor to forward approval to the Helpdesk and we'll sign you up.

Blackboard

Last month's classes will be offered again this month: Sign up to learn about the *Blackboard Assignment Manager* and how to *Adaptively Release your Content*.

If you have other directions you would like to go with Bb, please just ask the <u>Blackboard team</u>.

R U RDY?

A new Instant Messaging system is still planned. A campus-wide implementation of the new IM will allow you to quickly message back and forth.

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May 2006

Less Waiting

Many of you have just hired new faculty for the Fall 2006 semester. The virtue of patience has been a necessity when completing the official process for adding faculty to SHSU's systems. A new Sam Menu program, **SAFS08MG**, has just been completed to speed up part of the process. The program, *Request E-mail Account for New Faculty,* will expedite the process of providing your incoming faculty with their computer accounts and e-mail addresses.

Academic department chairs can now use this program as an "early admittance" system to allow faculty to create their accounts in advance. The program is on Sam Menu, under Computer Services. The program will give the new faculty a temporary status allowing online computer account creation. This status will remain active up to three weeks after the semester begins. When the official paperwork is completed, the account will automatically be switched to full faculty status.

Summertime and the Living is Easy

Three of our largest labs will be open during regular hours for general student use during the summer months: AB1 144, AB4 203, and NGL 200.

Three small labs will be open 8 am to 5 pm only during the Summer Sessions: CJC A111, LDB 203, and Thomason 329.

The remainder of our labs will be used as teaching labs only during Summer Sessions.

Don't Get Burned

Surges happen without warning. Last week's lightning storm damaged a number of computers on campus. We recommend that you spend a little money and add some protection to your computers and printers. Use a surge protector power strip instead of the wall outlets.

Picking the best, yet cost-effective surge protector can get really complicated. Start with this: Surge energy protection ratings should be at least 2,200 Joules or higher. A good surge protector will have a separate indicator that shows the protective circuit status. If you would like technical assistance in making purchase decisions, just do a Work Order. We'll be glad to help you choose the right protection based

on the equipment you want to protect.

Extreme Makeover Bandwidth Edition-FINALLY

As of April 19th, Sam Houston State University is officially running fully on a 200 Mb link. Hope you have noticed that it was worth the wait.

We appreciate your taking the time to read the Update. This month, we are giving away toner cartridges. Write in and ask for one of the following: HP LaserJet print cartridge 92A for an 1100-3200, HP color LaserJet toner cartridge C4191A for the 4500-4550 series, and HP LaserJet maximum capacity print cartridges 98X for the HP series 4-5. We are also giving away two SHSU 512 Mb memory sticks. Be the first to ask for one for your departmental use.

Prolong Your Charge

Want to make your laptop last all the way through your flight or talk? Follow Apple's tips for maximizing your Powerbook or iBook battery charge. The first tip relates to system settings:

- From the **Apple** menu, choose **System Preferences** .
- From the **View** menu, choose **Energy Saver** .
- Click Show Details.
- Choose Battery Power from the "Settings for" menu.
- Choose Longest Battery Life from the "Optimize Energy Settings" menu.

Do you turn out the lights in your house when you're not using them? Follow that same logic, and remove DVDs and CDs when not being used.

Another tip is to modify your screen brightness. You can press the F1 key to dim and then the F2 key to brighten your screen based on your environment.

Training--Here or in Cyberspace

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AITDL Move

Want advice on ways to use technology? Looking for information and tips before starting an online class? Consult the Office of Academic Instructional Technology and Distance Learning. James Van Roekel has moved from Frels to AB2, Room 114--across from the Office of Internal Audit.

Blackboard

We will be upgrading Blackboard to version 7 during the break between the Spring semester and Summer I. New features will include an enhanced Discussion Board and a visual text-box editor that runs on any browser. The Assessments feature now allows for unlimited attempts or a specific number, as well as self-assessment options. The Gradebook ties in with the multiple assessment attempts and enables you to choose from the attempts (last, first, lowest, highest,

etc.).

The upgrade includes many more valuable enhancements to the current Learning System. In order to provide you with these much sought after changes, we will need to take Blackboard down one day in the week after May's Graduation. We appreciate your patience as we add these Blackboard improvements.

Soon-to-be-Retirees

Are you one of the lucky ones nearing retirement? Upon your retirement, your SHSU interactive-login computer account will be switched to an e-mail account only. Make sure you save your documents and files from your S: drive onto a memory stick, DVD, or CD, so that you can take them with you.

You can continue to use your e-mail address, as is, permanently from your home or other computers. If you are currently using an Exchange e-mail account, we will be glad to assist you in transferring your information so that you can use it with IMAP from Outlook or other e-mail clients. Just give the Helpdesk a call at extension 41950 for assistance before your retirement date.

Congratulations on your retirement! Enjoy!

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Web Page Rankings | Web Server Stats | Blackboard Stats | Homepage Archive | Portal Server Statistics

IR UPDATE

INFORMATION RESOURCES UPDATE

Sam Houston
STATE UNIVERSITY
A Member of The Texas State University System

ARTICLES

Security
Cleaning
Programs
Thanks
Jabber
Blackboard

AITDL
Training
Software
Mail Services
Equipment
Update Archive

SUPPORT

Software Guides
Training Calendar
Blackboard Support
Web/Faculty Support
Lab Reservations
UCS Forms

Computer Services
Helpdesk

June 2006

Make it Stronger

All Users

We have once again strengthened the requirements for passwords for the SHSU computing systems. This is the password you use for Windows and e-mail. If you change your password while logged into a workstation with the Ctrl-Alt-Delete option, or use the SamWeb password change function, the requirements now include:

Length: Your password must be at least six characters long.

Originality: The password cannot be one of the last ten passwords used.

Hard-to-Guess-if-They-Know-You: The password cannot contain three or more characters from your username.

Hard-to-Guess-if-They're-Just-Hacking: The password must contain characters from at least three of the following categories:

- English uppercase characters (A - Z)
- English lowercase characters (a - z)
- Base 10 digits (0 - 9)
- Non-alphanumeric (for example: !, $, #, or %)

We recognize that it can be frustrating to try to come up with new passwords that meet these requirements. We're trying to make it even more frustrating for people that want to slide into the University system with your access privileges.

Spring Cleaning in the Summer

All Users

If you have procrastinated on doing a major cleaning this spring, take time this summer to look around you.

- Clean out your S: drive and your mailbox. If you need assistance, contact the Helpdesk.
- Look at your web sites, and see if they are current. Ask the Web Team for help in updating them.

- Review your <u>forms</u> and ensure you are not asking for confidential information unless required by law. If your department has a form that is used campus-wide, make sure it is included on the Intranet list of forms.
- Look over your <u>policies</u>; are they are up-to-date?
- Look through your actual filing cabinets. Is confidential data stored there? Are you keeping the cabinets locked?

From SamInfo and Nell to SamMenu and SamWeb

Three more programs will be removed from Nell this month: The Unofficial Transcript, TRNS30R, Upper Portion of Transcript, TRNS34R, and Degree Plans, PACE20R. These functions are available from the SamMenu and SamWeb, and will be purged from Nell's administrative system on June 15th.

Not sure what's out there? On the SamMenu, MITX02RG – Program Listing and Locations, can be used to search for programs that are in SamMenu, Nell, or both. Alternatively, within SamMenu, you may click on Help, Search for Program, and type in a search word, and it will return the programs with that word in the title.

The vast majority of the SamInfo programs have been moved to SamWeb. Please let us know if you have any problems with any of the new versions.

You May Be the Winner!

Thanks to all of you that take the time to stay on top of changes and security information through reading the Update. This month, we are giving away an HP Color Laserjet Drum Kit C4195A, a memory stick, or a box of paper. Rather than only rewarding the early bird, (since we really want to encourage you to actually READ the whole Update) we'll give you till June 2nd at 4 p.m. to write in and ask for one of those. We'll then do a drawing to determine the winners. Write to the Helpdesk, and ask for the <u>drum</u>, the <u>stick</u>, or the <u>paper</u> for your departmental use.

Instant Messaging

For those of you that think e-mail is just too darn slow, try IM'ing. Last month we installed a new IM client for campus. We apologize for the disruption it may have caused you as it started up when you logged on. We now have available <u>some easy tips</u> for using Jabber.

You can easily use this to communicate quickly with your staff.

Administrative Training

The Administrative Accounting office is offering <u>training</u> in late June and late July. Topics will include using Nell & SamMenu for financial functions, preparing

_____ for a hands-on class.

ITV Classroom Schedule Request Form

If you plan to use an ITV classroom for classes, dissertation defenses, a luncheon/coffee across states or an ad lib lecture, please plan ahead. There is a considerable amount of coordination that may be required---both on- and off-campus--to orchestrate one video conference call. So take the time to fill out the form to ensure your conference goes smoothly. The form is available from the Distance Learning web site. Contact James Van Roekel of the AITDL department if you have further questions.

Blackboard

The Summer 1 course copy deadline is fast approaching. Please make sure to copy any needed info from your Summer I 2005 courses into your Summer 1 2006 courses by Friday, June 9th. We will be removing the Summer I '05 courses that Friday. If you need assistance in copying your courses, be sure to look at the Blackboard software guides or e-mail blackboard@shsu.edu.

The Bb 7.1 upgrade has been pushed to later this summer so we can ensure we come through with all of our course data intact. We will be testing the conversion for any issues that might arise in a real conversion. We expect the upgrade to take place no later than the break before Fall semester.

Software Requests

Software licenses obviously cost the University money, as well as significant human resources, to install campus-wide. Frequently, new software installs may cause unplanned consequences for other software. Therefore, we need your feedback to know what software you must have to do your job. This month's question relates to the Corel Office Suite. Are you using the word processing software, WordPerfect? What features does WordPerfect have that you like? Do you use Quattra Pro? Have you tried Microsoft Office? Please let us know your thoughts on this product, so that we may plan for future purchases.

Faculty: Each semester we ask that you let us know which software you will still be using as part of your coursework. The deadline for Fall 2006 is June 1. Since you're just now getting this---we'll give you a couple of days grace here. Please let us know what you plan on using.

Mail Services Relocating

As a component of the expansion of the mall/commons area, this summer the Mail Services office will be relocated to a temporary building near the new Chemistry-Forensic Science building.

Departmental mail delivery will remain the same. Personal boxes will be eliminated due to the lack of space. If you have been renting your own personal mailbox, you will need to login to SamWeb and fill out a change of address for forwarding of your mail.

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.
- Operating Systems: The supported version of Macintosh machines is OS X, versions 2, 3, and 4. The supported version of Microsoft's Operating System is Windows XP.
- Software Packages: The supported versions of Office suites are Microsoft's Office 2003 and WordPerfect 12 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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Web Page Rankings | Web Server Stats | Blackboard Stats | Homepage Archive | Portal Server Statistics

IR UPDATE
INFORMATION RESOURCES UPDATE

Sam Houston
STATE UNIVERSITY
A Member of The Texas State University System

ARTICLES		**SUPPORT**	
Generator Security Programs T: Drive Subnetting Blackboard	Training Software Mail Services Equipment Update Archive	Software Guides Training Calendar Blackboard Support Web/Faculty Support Lab Reservations UCS Forms	Computer Services Helpdesk

July 2006

Independence Day

The generator is officially installed, and we can now rely on diesel to provide our backup power for the University computing system. In the event of a major disaster, we will have much greater flexibility in maintaining our independent power. Our apologies once again to all that were inconvenienced by the installation.

If you would like to see the event that caused the road-closing and detours, check out the Powerpoint Slide photos.

Least Privilege Theory

Whether it is a computer program, a form, or your car, adhere to the Least Privilege Theory. Do not allow someone access to any facility or information except on a need-basis. For example, unless you must have the birth date of someone, do not ask for it or print it. Remember especially do not request social security numbers unless required by law specifically.

UPD would like to remind everyone to lock up their purses and cars. Computer Services would like to remind you to lock your computers. A simple Windows key-L will quickly do this when you have to step away from your desk.

Thanks to everyone that attended the Town Hall Security Meeting. A special thanks to Chief Culak, Captain Morris, and Dean Yarabeck for assisting SHSU's Information Resource Security Team of Mark Adams, Tim McGuffin, and Robert Thompson with the presentation.

From SamInfo and Nell to SamMenu and SamWeb

REGR10R (Student/Faculty Schedule lookup) is available on SamMenu. The Schedule Lookup will be removed from the Nell menu on July 15th.

As a reminder: when using Nell, you may print to Web, LP11, and it will create a PDF file for you which you can access through SamWeb. This will allow you to print only select pages if you prefer.

Inheriting Permissions

All Users

Have you ever tried to move files from one T: drive folder to another---and then found users could not access them in the new location? Files stored on the T: drive have permissions set specifically for that folder. Therefore, you cannot just copy them to a different folder. Instead, copy them to your hard drive---this will reset the permissions, and then you can copy from there to a separate folder on the T:

Training

All Users

The Administrative Accounting office is once again offering training on using Nell and SamMenu for financial functions, preparing Purchase Vouchers, Travel Vouchers and tracking your accounting transactions through the Budget Balance Report. Learn how to read the reports and understand the ins and outs of encumbrances. Sign up now for a hands-on class.

The Office of Academic Instructional Technology and Distance Learning would like to share information about a Flashforward Conference and Film Festival in Austin, September 11-14.

Blackboard

Faculty

Last month was a difficult month for Bb users. We apologize for the lengthy downtime caused by a server problem. After the trouble we experienced the final week of Spring 2006, we began the plans for providing a 20-minute snapshot backup for the future. We plan to have the additional hardware and software in place prior to the start of Fall 2006.

Word Tips

All Users

Some of the reasons that users preferred WordPerfect was the lack of control they felt with formatting in Word. Check out the 50 Indispensable Word Tips for ideas on how to improve your Word experience.

One example: When you copy and paste text from a Web page or another document, the text brings its formatting into your document. To avoid that, copy the text, open the *Edit* menu, choose *Paste Special*, and select the *Unformatted Text* option when inserting the text.

Mail Services Relocating

All Users

Reminder: always publish your e-mail address as simply yourusername@shsu.edu. Do not include any information in the published name that refers to a specific server such as exchange or unx1.

We publicized this change previously, but since a number of you had published it, we allowed this nine-month grace period for transition. As of September 1, the only address that will be accepted will be @shsu.edu.

Subnetting

Computer Services is currently in the process of upgrading the campus LAN, building by building, into small subnets. This change will provide a more efficient network with much greater growth potential and will make the network more secure and better able to handle larger amounts of traffic. By setting up smaller networks within the main network we are able to contain problems that could potentially impact all users.

The subnetting project will require several hours of computer downtime for each building. The July schedule is available. Computer access will be provided in other locations if requested.

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- **Computer Services may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each Graduation will be set aside for scheduled outages. The first scheduled weekend which may require a major shutdown will be from Friday 6 p.m. till Sunday at 10 p.m. for the August 11-13 weekend. We do recognize the intense preparation required just prior to a semester. Therefore, we are giving you notice in advance to allow you to carefully schedule your workload around this possible downtime.**

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.

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Web Page Rankings | Web Server Stats | Blackboard Stats | Homepage Archive | Portal Server Statistics

IR UPDATE

INFORMATION RESOURCES UPDATE

August 2006

Ups and Downs

As an enhancement to the security infrastructure, we will be upgrading a portion of the SHSU local area network. On Friday, July 28th, there will be a brief period of downtime in the morning, starting at 9 a.m. This downtime will impact wireless connections, as well as, non-SHSU-install machines that are plugged into a port. Save often during this a.m. timeframe.

On August 10th, the AB1 long-awaited Server Room renovation and changeover will be officially made. This will require a period of downtime during the night on Thursday, the 10th, as we literally unplug machines and move them. We will do everything possible to minimize any inconvenience. The changeover is scheduled to start at approximately 10 p.m.

Parking and *BearkatOneCard*

New this Fall: As of August 1st, you may pay for your 2006-2007 parking sticker by credit card online. You will still pick up your sticker at the UPD office at Sam South. Login to SamWeb; under Financial System, select Parking Sticker payment.

Also as of August 1st, the University will begin to strictly enforce the Bearkat OneCard activation policy. The policy requires all faculty and staff activate the University ID, Bearkat OneCard. In order to buy your parking permit, attend Bearkat ballgames, use the HKC fitness center, and/or check out books at NGL, you will need an active card.

You are strongly encouraged to check online to verify that your ID card is activated. You may also contact the Bearkat OneCard Office at 294-CARD for assistance.

Please note: Activation of the Bearkat OneCard ID does not require activation of the optional OneAccount. Activation of the ID card is simply required for university access and security measures.

Attendance Initiative

ROST09RG, Attendance Rosters, is a new option on Sam Menu, under Faculty Reports. This program is designed to help faculty comply with the federal guidelines for financial aid and student attendance records.

Faculty may use this individually, or a departmental staff member could print attendance rosters for the entire department. With ROST09RG, you can select a single section or all departmental sections. Iif wanted, the departmental secretary can print every professors' rosters for that day (or select another day of the week) and print the rosters, sorted by faculty name. She/he can then distribute the attendance rosters to each faculty mailbox as a tool to allow them to record attendance.

SamMenu Option allowing Least Privilege

On Sam Menu, programs may have different levels of access. Administrative owners of programs may control who has access to their programs at what level with a new program, MITX05MG. The special access levels that are available for a program are listed at the bottom.

For instance, you may want certain users to have View access only, and others to be able to modify only a couple of fields, and others to have complete Add/Modify/Delete privileges. If your program has already been created in this manner, you may use this MITX05MG program to assign levels by username. If your program does not yet have levels that you need, you may do a Software WO for these changes through SamWeb, and that will be added to the queue of requests.

Note: Users must still be added through the standard request/approve options from the menu. Once they have been approved they can be "maintained" (changed/deleted) with MITX05MG.

Home Security

Aon offers some tips for working from home. One bit of advice is to make sure you completely turn off your laptop with a shutdown before bringing it back to work. Some viruses remain in memory only as long as the computer is on. If your PC is in standby mode, it could still be infected when you return to campus.

Training

It is the time of year that lots of new faculty and staff are arriving. We would be glad to provide departmental or one-on-one training for your new folks. Please contact us to request training.

Blackboard

Faculty

Want to give extra credit with Blackboard's Gradebook?

1. Create/add a gradebook item worth one point that does not participate in gradebook calculations.
2. Give everyone that one point as a give-away.
3. Then, weight your gradebook so that this one point corresponds to 1% of the overall course grade.
4. Then any percentage point of extra credit that you want to give a student is assigned in that item's column. For example, two points of extra final credit would mean the student should have a 3 in this column.

For more Blackboard Questions and Answers, stop by the Blackboard FAQ pages in Blackboard Central .

Account Creation

All Users

New computer accounts can be created online within SamWeb for faculty and staff, as well as students and correspondence students. The paper form is no longer needed UNLESS your new faculty/staff members meet one of these three criteria:

- Your new staff member is transferring from another department, and has the departmental prefix as part of their current username.
- Your new faculty/staff member already has a student account with the STD prefix.
- Your new staff member needs Nell access.

Mail Services Relocating

All Users

The temporary building is now here. The move of the campus mail service to the area close to the Art Department and the Chemistry-Forensic Science building is anticipated to be sometime after August 7th and before the Fall semester starts. (Still waiting on exact date!)

Window hours will be expanded after the move. Since students will not have actual mailboxes, it will be especially important that all mail be addressed correctly and include the student's SamID as mail will be sorted using this number.

Sammy Bearkat	**Sammy Bearkat**
SHSU # 1234567	**OR** **SHSU # 1234567**
Box 2000	**CAMPUS**
Huntsville, TX 77341	

In the past, student local and permanent addresses were only three lines. Addresses will now be four lines to accommodate the need for the SamID line. You may need to modify your mail merge programs that you use with downloaded Nell or SamMenu addresses. Contact the Helpdesk if you need assistance.

New Staff

All Users

We are pleased to announce the addition to the programming staff of Brent Campbell (BJC005).

Brent is a cum laude May 2006 SHSU graduate with a B.S. in Computing Science. Brent's primary area will be cobol programming for administrative software.

Jurden Bruce (jeb017) is joining the staff as our new webmaster. Jurden attended the University of South Alabama, and has had his own web design consulting business. He is relocating to the area from the state of Washington.

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IR UPDATE
INFORMATION RESOURCES UPDATE

ARTICLES

Simplify Mail
Proofread
Programs
Mass Mails
Copyrights
Security

Training
Blackboard
Purchases
E-Mail Config
Equipment
Update Archive

SUPPORT

Software Guides
Training Calendar
Blackboard Support
Web/Faculty Support
Lab Reservations
UCS Forms

Computer Services
Helpdesk
Homepage Archive

September 2006

Keep It Simple

All Users

Many users either cannot, or choose to not, receive e-mails in HTML format. Please review your e-mail backgrounds and signatures that you are using for University correspondence. Take off the colorful backgrounds or fancy fonts; just say no to angel backgrounds or dancing paws. It is also a good idea to include your telephone number as part of your signature to ensure the recipient can contact you---with or without their computer.

Join the Web Team

All Users

We need some eagle eyes. Have you seen a link that's broken, a fact that's misleading or out-of-date, or a typo or misspelled word on the University web site? Let us know by 5 p.m., September 6th. Send a note with the URL and the mistake, and we'll enter your name in our drawing for a thumb drive (512 Mb memory stick). We have five to give away for University use. It can be a win/win situation; you get a gift, and the University gets a better web site.

Your Role in Taking Roll

Academic

We mentioned the *Attendance Roster* program last month: ROST09RG. This new program allows you to print a daily hard-copy of enrolled students, and provides space for recording attendance. A newly added feature is an option that automatically provides a list of the courses by the faculty member logged in – similar to ROST01RG.   It will save you the steps of having to select your department, course, and section. You can select instead from your personalized list.

Academic Affairs has notified you of the campus *Attendance Initiative*. The program you will use for this is ATIN01MG; it will be available under Faculty Reports from September 5th thru September 7th. If you have not yet received information about this, please check with your department chair.

You've Got Mail ---To Send

Are you wanting to send an e-mail flyer, news item, or official statement to more than 250 students or prospects? We are offering a class this month to help train you on the best ways to design your mailer if you want it formatted with HTML. You can also learn the phrases to avoid to ensure you are not labeled as a spammer. We are continuing to evaluate ways to automate the process and place the timing and approvals directly in your hands as the sender. At this time, please just continue to enter a SamWeb Computer Services Work Order (WO) for the Helpdesk, selecting Mass Mails as the category.
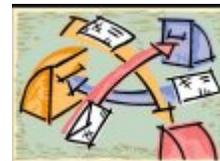
Sharing Isn't Always a Good Thing

Before you post materials on your web site, you should answer the Fair Use questions regarding copyright. Purchasing a DVD or video for your class use does not automatically allow you to then stream the contents via the web.

The Newton Gresham Library has an excellent webpage covering copyright in general as well as information regarding the use of material on and from the Internet, Distance Learning, and Electronic Media. For more information contact Ann Holder, Library Director and Chief Copyright Officer or James Van Roekel, Director of Academic Instructional Technology and Distance Learning.

Training

Classes offered this month from Computer Services include e-mail formatting, Orientations for new staff and new faculty, and Bb classes. Refer to the schedule for the times and locations. We would be glad to provide departmental or one-on-one training. Please contact us to request training.

The Newton Gresham Library is offering classes on RefWorks and Research Databases. They have designed the classes to target your specific research areas. Check out the Calendar and find a time to learn more.

Blackboard

- **Teaching Assistants in your Bb Class:** Adding TAs to your Blackboard courses is now done through the SamMenu. You can add or remove TA's with the Blackboard TA Entry Maintenance program (BLUL01MG) in the Computer Services section of SamMenu. This way, twice daily when new Bb rosters are built, the TA will be saved in your class. For more details, refer to this guide.
- **Course Copy/Cleanup Deadline:** Now is the time to archive your Fall 2005 courses as we will be disabling them on the 25th of September. If you need any documents, files or other information from your Fall '05 courses, be sure to copy it into your Fall '06 courses or archive it for later use. Not comfortable with copying or archiving your Fall '05 data? Attend one of our Blackboard "Fall Into Spring-Cleaning" courses this month.

For more Blackboard Questions and Answers, stop by the Blackboard FAQ pages in Blackboard Central .

Purchasing Stuff

Please check with us BEFORE you order peripherals such as scanners, cameras, printers, smart boards, or memory sticks. We can help make sure your purchase is compatible with your University equipment and the local area network. Don't spend lots of money---and then find out it won't work! Do a WO for a Purchase/Quote Request.

Some users have recently bought memory sticks (flash drives, thumb drives) that require workstation administrative access. These thumb drives won't work in a computer UNLESS you are the workstation administrator. That obviously presents a problem if you are trying to quickly use your memory stick at someone else's computer. Our department currently has in stock 512 Mb mass storage devices (commonly called by Sony's copyrighted name *memory sticks*) for $25. Whether you purchase through Computer Services, or elsewhere, please ensure your flash drive is labeled USB Mass Storage Compliant.

School is In ---Seven Security Tips for Students (and for you)

Microsoft has posted a reminder checklist for students. It's good information for others too.

E-Mail Setups

All mail clients need to be configured to use smtp.shsu.edu for sending email from campus. Users should NOT be using IP addresses, or other names, e.g., unxmail.shsu.edu.

Workstations on the University local area network will be automatically updated. You will need to personally change your laptop e-mail setup to indicate "smtp.shsu.edu."

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INFORMATION RESOURCES IR UPDATE

Sam Houston STATE UNIVERSITY

LEGEND: All Users   Academic Users   Administrative Users

UPDATE ARTICLES

- Planning
- Work Orders
- Tech Liaisons
- Home Security
- Training
- Blackboard
- Equipment
- Archive

SUPPORT & INFORMATION

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

October 2006

Proper Prior Planning

Spring 2007 will be here before you know it. If you need software applications added for your classes, please notify Computer Services before November 1st. If you plan to teach in a lab environment, send in your request so that we may arrange the scheduling to accommodate the most students possible.

Help Us Help You

We would like to re-emphasize the SamWeb Computer Services Work Order system. Emails and phone calls are great---unless the person that receives them is not the person that handles that issue or the person receiving is out of the office. The Work Order system (like calling the Helpdesk) ensures that your problem gets routed to the person that can handle your situation in the most effective and timely manner.

Many times a problem affects multiple people in different ways; a workorder helps to narrow and locate the precise problem. Also a single issue may require assistance from multiple areas/personnel within Computer Services. The Work Order allows us to distribute and track your project or issue through to completion. If it recurs, we have the history to find out the fix.

If you have tried to use the SamWeb WO system and had difficulties, please let us know. We only understand it from our administrative viewpoint---we need to hear from you what's needed.

Departmental Tech Support Call

Are you the main person in your department responsible for fixing what goes wrong? We would like to meet with you and ensure we're sharing the information you need to help your department or college securely and effectively. Our first meeting with campus technology support staff is scheduled for October 26th, at 3 p.m. in AB1, room 202. Please rsvp so we can plan the topics and handouts appropriately.

Campus Town Hall for Off-Campus Computing

You are hereby invited to attend a security/effectiveness meeting regarding your laptops and home computers. Get maintenance tips and definitions on updates, spyware, caching, defragging, firewalls, and patches. If those terms don't make sense to you, come for sure! If you're already an expert, still come. You may be able to contribute some techniques for others. The time is 3:30-4:30 p.m. The place is the AB4 Olson Auditorium. The date is Thursday, November 2nd. See you there.

Get a head-start. Learn now how to assess the threats and minimize the risks of maintaining a wireless network.

Training

Staying in touch with the constituencies that matter to you the most can be done inexpensively electronically. Find out how to create an effective bulletin. Bring your picture and text files and we will walk you through building your own online newsletter. This three-hour hands-on course will help you build your e-newsletter from concept to completion. Sign up now.

We would be glad to provide departmental or one-on-one training. Please contact us to request training.

NGL is once again offering classes on RefWorks and Research Databases. The classes target your specific academic areas.

Blackboard

Do you use Blackboard for an online or hybrid course or just do some teaching via the web? Have you ever had a problem explaining to your students the exact steps to take in a particular area? Wouldn't it have been great to show them how by demonstration? Register for this course and learn how to create your own how-to movies.

For Blackboard Answers, stop by the Blackboard FAQ pages in Blackboard Central.

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

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

INFORMATION RESOURCES IR UPDATE

Sam Houston STATE UNIVERSITY

November 2006

UPDATE ARTICLES

- E-Mail
- Excel
- Forums
- Training
- Blackboard
- Equipment
- Archive

SUPPORT & INFORMATION

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

Farewell

Please join us in Austin Hall on November 30th from 2:00 till 3:30 as we honor and celebrate the career of Jim Stevens, our Associate Vice President for Information Resources. Jim will be retiring that day after 36 years at SHSU. Jim started as a faculty member Fall '70, and moved into administration with the official recognized need for "computer services". Things have changed a bit in that timeframe!

Jim's leadership has provided the SHSU community with innovative functions at an affordable price for a generation. Telephone registration was considered novel in Texas when implemented at SHSU. VOIP telephones at Sam are generating international news stories today. Jim's direction has included a variety of far-reaching decisions: from agreeing to pay $30 for something called an internet site address, to creating the concept of a "Helpdesk", to advocating an agreement where all faculty receive workstations replaced on a three-year cycle, to moving from a mainframe to servers.

Jim's calm demeanor, positive attitude, technological vision, research skills, and true commitment to make SHSU the best campus possible will be sorely missed.

Campus Forum--Twice as Nice

The Home Security/Laptop forum has been moved from November 2nd to November 9th. The time and place remain the same: 3:30-4:30 p.m. in the AB4 Olson Auditorium. Come learn how to protect your laptop and/or home computer.

A new SHSU Registration program has been created within SamWeb. We're using our Thursday, November 2nd time to instead introduce this program to the campus. Come preview the new system before Registration opens the following day. This presentation will also be in the Olson Auditorium from 3:30 till 4:30.

Don't Jump to the Wrong Conclusion

Do you require Read Receipts for your e-mail? This doubles the amount of mail that has to go back and forth---and it's not a reliable indicator of who reads the e-mail. Many recipients have their e-mail set up with a preview pane. They can actually read the e-mail without clicking Open. Therefore, you may never get a Read Receipt---even when it was read.

Excel with Excel

MisterExcel.com offers tips on customizing Excel to your preferences. Normally pressing Enter moves your cursor down one cell. If you would prefer, the cursor can move to the right, left, or up. Simply select *Tools - Options - Edit*. Change the dropdown menu for *Move Cell Pointer Direction after Enter* from *Down* to *Right (or Left* or *Up)*.

Training

Is your web site accessible to all? Do your departmental/class Internet pages comply with federal, state, and local laws? Come to this course and find out how you can reach out to people affected by cognitive or visual impairments.

Staying in touch with the constituencies that matter to you the most can be done through e-mail for much less O&M than USPS postage. Find out how to create an effective electronic bulletin that won't be pegged as SPAM. Bring pictures and content

files and you can completely build an online newsletter. <u>Sign up</u> now.

Miscellany

SPSS 15 is currently being tested by professors now; SPSS 14's license will not expire till the new one is installed.

AMOS 7 Firefox 2.0 (plus associated plugins) will be installed shortly.

Reminder: do not use *exchange* or *unxmail* (or any other server name) as part of your e-mail setup. This way changes made with new equipment won't interfere with your receiving your mail.

Blackboard

This month's on-campus training courses are targeted for Blackboard faculty teaching online or hybrid courses. First learn how you can get a pre-built template course for Bb with step-by-step instructions and pre-loaded content items. Next is a repeat course from last month designed for complex techniques students just cannot comprehend from only hearing about them. Instead, demonstrate exactly what steps to take. <u>Register</u> for this course and learn how to create your own how-to movies. Students can then view the movies till they *get* it.

Hails

Drew Pilling (AAP006) has joined the Administrative programming staff. Drew has worked for Computer Services as a student operator, programmer, lab assistant, and technician. He has been a patient voice on the Helpdesk phone for years. His primary area will be COBOL programming.

Also joining the programming team is Beverly Robb. Beverly is a 2006 summa cum laude graduate in Software Engineering from Colorado Technical University Online. She will be assisting in the conversion of the database.

What's Good, What's Not and What's Happening When?

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- Memory Sticks: Purchase (and encourage your students to buy) flash drives that are USB Mass Storage Compliant.
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December 2006

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- Security
- Ergonomics
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- Blackboard
- New Pins
- IE 7
- Equipment
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Not Quite Ready for a New Day

Faculty: are you having your students submit digital papers or presentations? Remind them to not submit Office 2007 documents. If they have already downloaded that beta version, they need to Save As an Office 2003 version instead so that you can open it on the SHSU network. We do not plan to convert to Office 2007 before Summer 2007 at the earliest.

Layman's Terms

Firewall- A hardware or software utility that helps protect the resources of a computer from users not on the computer by restricting or preventing access from unauthorized attempts.
Virus- Malicious computer code run on vulnerable computers in an attempt to gain control of the computer. Once the computer is infected, the virus will attempt to search and gain control of any other computer it can contact.
Security Patches- Additions to software which repair vulnerabilities that can be exploited by anyone with access to the flawed program.

Imagine a house surrounded by a fence within a neighborhood. The fence is your firewall, the house is your operating system, and the neighborhood is your network. A burglar (virus) is in your neighborhood trying to gain access to vulnerable houses (computers). The burglar is going to every house looking for an open fence gate or a house with no fence. If your house has a closed fence, the opportunistic burglar will move on to the next house. If there is an open fence or no fence at all the burglar will pick your house. The burglar will then look for open windows and open doors (possible vulnerabilities). In this neighborhood, the home builder did not apply anything to one of the back windows which would prevent the window from falling out. The burglar knows of this flaw, and looks for it at every house that is accessible. The houses which fixed the window are not vulnerable; This is our Security Patch. If the burglar is able to gain access to a house, that house is now used to get into other houses which probably won't be expecting a threat coming from that location. The burglar does not care what houses have already been checked, and checks all of them repeatedly until he and all the infected houses are apprehended.

Having a firewall will help prevent unauthorized access to your computer. Keeping your operating system up-to-date by installing security patches helps prevent a virus from exploiting flaws and taking over your computer. Also, having an anti-virus system installed will help detect if your computer has been infected. All of these complement each other in preventing and detecting if your computer has been compromised; having just one is better than none, but all three help ensure your computer is safe.

Don't Be a Headline

UT-Arlington recently had to post an identity theft warning on their web site due to a faculty member's computer being stolen. The computer had files containing "class rosters from the Fall of 2000 through the Fall of 2006 and included the student's name, attendance, grades, email address, social security number and UTA ID." Please make sure you are safeguarding SHSU equipment, as well as, the confidential information stored elsewhere.

The Eyes Have It

Getting headaches? Eyes burning? Office-ergo.com offers a dozen suggestions for reducing this problem. Follow the 20/20 rule. Every twenty minutes, look twenty feet away for twenty

seconds. Give your eyes a chance to relax. Put your monitor as far away as you can; close-up viewing is more tiring. If you're wearing bifocals, you may be getting neck strain from tipping your head back to read. Try lowering your monitor to eye height.

Training

Enroll in courses that let you downsize your Inbox on your PC with Outlook's archiving feature and upload publisher-made or self-created test banks to Blackboard with Respondus.

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.

End-of-Semester Prep

The Registrar's office will be sending out sealed letters to the departments with your new PINs for grade entry on December 4th.

Internet Explorer 7

During the semester break, we will be installing the newest version of Microsoft's browser: IE 7.

Blackboard

Spring '07 courses are now available for Blackboard faculty. You will be able to copy from your Spring '06 courses up until Wednesday, January 10th, the first day of Spring Classes, when they will be removed from the system.

Not using your course until next fall or later? No worries! Just archive your course for safekeeping. Instructions for archiving your Blackboard course can be found on the Blackboard software guides page.

We do plan to update to the new version of Bb during the semester break. Therefore, we will be posting the scheduled downtime for this conversion as soon as the date is finalized.

Welcome

Sam McGee (SPM002) has joined the Systems staff. Sam is an SHSU Alum with both a B.S. and M.A. in Industrial Technology. He has also attended the Southwestern Graduate School of Banking. Sam is a veteran of the United States Army, and has deep roots at SHSU: his dad is a retired prof!

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