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Library, Information and Technology Services Newsletter

Library, Information and Technology Services

9-2006

Information Technology Services Newsletter: Fall 2006

Mary Jo Orzech

The College at Brockport, morzech@brockport.edu

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Information Technology Services Newsletter

Volume 22, Number 1 September 200

NetID Implementation

Starting this semester, the campus switched to using NetIDs. As an all inclusive Brockport ID for computing resources, such as e-mail/webmail, ANGEL, library databases, lab computers, printing and wireless networking, your NetID eliminates the existence of multiple other logins. All NetIDs are listed under your Banner account and personal information. For more information please visit: http://www.brockport.edu/its/email/newusers.html.

Media Cart Upgrades

New PC media carts are being installed in several classrooms and the MetroCenter. They are upgraded to Dell Optiplex GX 260s and help to enhance the classroom experience by providing a mobile instructor's station. Also included within the carts are a set of speakers, projector, and 19" monitor. Demonstrations on how to use the media carts are schedules for early October. Please refer to ITSS workshops on page nine for more information.

File City Online

File City provides 250 MB of free storage space accessible via the Internet and is available to faculty, staff, and students. By visiting **http://filecity.brockport.edu**, anyone can enter their NetID and password to upload and retrieve their files. The server is not backed up and is cleaned at the end of every academic year.

McAfee Virus Protection CDs Available

All are strongly encouraged to make sure virus protection software is installed and kept updated on personally-owned PCs or Macs. Dailey Hall is distributing McAfee CDs for home use only. McAfee security software is also available for download at ftp://ftp. brockport.edu (Use your NetID and password to access). These CDs can be used on Macs or Windows 2000 and higher PCs. Get yours today!

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ITS Newsletter 1 SUNY Brockport

McAfee ePO upgrade

S. Jeffers

McAfee ePO Server has been upgraded to ePO 3.5.5. The upgrade enables additional functionality. We are grateful to the Systems and Networking group for keeping things up to date and secure. McAfee 8.5 will be out soon as it is in final beta testing. Once made available, staff will be attending training and testing it in our environment for a roll out in the upcoming months. ITS continues to help keep users protected against the latest network security threats.

Brockport Website Searching Easier

S. Lewis

It's hard to remember life on the Internet before Google. It has been the leader in Web searching since its launch. We have been spoiled by Google's ease of use for years.

In spring 2005, a survey of campus users of information technology by the College Technology Council, over 40 people mentioned the search feature in their comments. The negative feedback outnumbered the positive feedback by a large margin. We listened. Now, we have brought a little piece of Google to SUNY Brockport.

Over the summer, ITS purchased, configured and installed a Google Mini. This server runs Google software, and searches only the SUNY Brockport Web site. Most SUNY Brockport pages have a search box at the bottom. When you use this box to search, you are now taken to the Google Mini.

Take searching the Web at SUNY Brockport for a spin. We think you'll be pleased with the results.

Conference Explores the Web in Higher Education

S. Lewis

For the third year, SUNY Brockport is teaming up with RIT, the University of Rochester and SUNY Geneseo to bring a conference for higher education Web professionals by higher education Web professionals to a city near you. HighEdWebDev 2006 will be held in downtown Rochester October 22-25.

This conference is a thought-leader in the Web field and its application to higher education. It is the single most important opportunity to learn and share ideas from peers around the country. Attend a diverse program of sessions on Monday and Tuesday, or attend a workshop on Sunday or Wednesday. Learn more at www.highedweb.org/2006/.

Last year, the conference brought over 300 professionals from four countries, three Canadian provinces, 35 U.S. states and the District of Columbia. The conference brought together everyone from departmental Web-site maintainers to marketing directors to full-time Web professionals. This year looks to be even bigger.

Steven Lewis, Web Manager and Conference Co-chair, says, "It is a fine example of the College meeting the challenges identified in its strategic plan, becoming more and more strongly embedded in the Rochester community.

ArcGIS 9.2 Seminars

To introduce users to ArcGIS 9.2, ESRI will present the ArcGIS 9.2 Nationwide Rollout Seminars at nine locations throughout the region. ArcGIS is a geographic information systems software available on all Brockport lab PCs. A conference will be held in Rochester, NY on October 3, 2006 at the Clarion Hotel Riverside. Colleagues are encouraged to attend. The new release focuses on improved usability, stability and performance, user-requested quality improvements, and enhancements across all products. If you have any questions, e-mail Nora Lyons at ESRI: nlyons@esri.com.

A-Team Training in August

Twelve new students joined several returning students for a week of IT-related training during August 22-25. The group was brought up to speed on PC labs procedures, software, hardware updates and new policies. Working well as a team by shadowing professional staff and experienced A-Team members these students prove continued excellence in support by our student staff. These students will be filling a number of IT positions including Help Desk, Web page designer, Dailey Hall supervisor, Systems and Networking, and Desktop support.



Top row: Emily Bernard, Ruxandra Adam, Nick Nosko, Steve Begy, Dave Pursey, Melissa Miller, Kimberly Thrun, Ethan Cook, Matt Edwards, Amanda Kowalcyk, Subin Sindurakar, Milen Nikolov, and Tsvetomira Gerova.

Bottom row: Anthony Mitchell, Jon Ellis, Tyler Swanger, Jason Wright, Ryan Molloy, Colin Morrissey, Richard Bleich, Sarah Renkas, Katie Wojtanik, Sarah Huther and Michelle Milella.

E-Academy License Management System

S. Jeffers

E-Academy License Management System (ELMS) has been implemented and will be made available to those already licensed for the MSDN Academic Alliance Program. Currently Computer Science and Computational Science are both part of this process. This will allow for students, faculty, and staff of those departments to access most software that is available through the MSDN Academic Alliance. This includes but not limited to Microsoft Visio 2003, Project 2003, Windows XP Professional, Visual Studio Enterprise, and many others. This does not include the Microsoft Office Suite. The MSDN Academic Alliance Program is made available by Microsoft to provide academic environments with access to software. Students who are matriculated as a Computational Science or Computer Science major were e-mailed an account during the first week of the semester and are able to download and get licensed Microsoft titles through the ELMS system. If interested, feel free to contact Shaun Jeffers about licensing within your academic department.

ELMS went live on August 25th and has been a success. A report ran from August 25th to September 21st reads that 78 downloads from various students have been completed. No major issues have been reported using the ELMS System by those who have access.

News from the MetroCenter

D. Sargent

Derek MacTurk has joined the MetroCenter as a Technology Assistant. Derek comes to us from Utica College's IITS were he graduated with a degree in Economic Crime Investigations - Computer Security. MetroCenter student computers were upgraded this summer with help from ITS. Most CRT monitors were upgraded to LCD monitors.

Drake Library News

Library and Research Instruction for YOUR classes

J. Little

The main floor of the library has undergone a major face lift, and the librarians are ready to assist you with your information and research needs. If you would like to schedule instruction about the library and its resources, please contact Jennifer Little (x2482) or visit the library web page (www.brockport. edu/library) under "Faculty Services." We will do our best to accommodate your schedules in the Kiefer Room (our computer classroom with hands-on access to 30 computers) or in your own classrooms. We also have a few rooms on the third floor that allow for an informal group discussion atmosphere, and we can arrange for a computer and projector if requested.

Library Web page: http://www.brockport.edu/library

New Library Faculty

Jennifer Smathers started as Head of Technical Services at SUNY Brockport in May of this year. She held the same title at St. John Fisher College for 5 years. Jennifer also worked at the University of Mississippi Medical Center and the Fairport Public Library after earning her MLS in 1998 from SUNY at Buffalo.

Susan M. Perry, accepted the position of Serials/ Catalog librarian as of September in the Technical Services unit of Drake Library. Susan completed her MLS from the University of Buffalo in 2005.

SUNY/ALEPH User2User Conference

E. O'Hara



This summer saw the completion of the SUNYConnect's ExLibris ALEPH 500 migration project. After 5 years of work, all SUNY campuses now share a common library management system, ALEPH.

On August 11, 2006 Drake Memorial Library, SUNY Brockport hosted the first ever SUNY/ALEPH User2User Day. This unique get-together with Aleph users from SUNY campuses across the State was the brainchild of Eileen O'Hara at SUNY Brockport with support from Carey Hatch, Asst. Provost of the SUNY Office of Library and Information Services in Albany.

The Brockport User2User planning group arranged "an informal day of user-2-user sharing with people who do the same thing you do every day at your library." Over 60 librarians and library staff attended from 15 SUNY campuses, comparing notes, questions, and insights. No formal presentations or workshops were developed; just informal sessions for acquisitions, cataloging, circulation, cataloging, systems, and public catalog groups.

Evaluations showed the attendees gained new ideas, solutions to problems, a renewed feeling of camaraderie as well as a great user2user coffee mug! As hoped, the idea appears to have taken root, with a similar session now planned for the Central New York region and discussion of making these annual events.

A great planning group made the project a success. SUNY Brockport members included Jennifer Smathers, Sue Donk, Susanna Heins, Susan Perry, Debby Ames, Jennifer Little, Becky Livingston, Bob Cushman, Robin Glazer, Eileen O'Hara, Mary Jo Orzech.

Fall 2006 Video-iPod Grant Program

The Center for Excellence in Learning and Teaching (CELT) and Information Technology Services (ITS) recieved seven faculty proposals for the Fall 2006 Video-iPod Grant Program. Grantees included Kitty Hubbard in Delta College and Ginny Orzel for CMC 348 class. Delta College is exploring a wide range of activities include e-portfolios, podcasting, and various other activities to test the limits of the new technology. In Ginny Orzel's class, they are using the iPods mainly for the storage of video footage, which will then be turned into podcasts.

Others, including Foreign Languages, also received support to experiment with iPod technology in the academic environment.

FTP Server S. Jeffers

Many campus users are unaware of free software licensed for home-use. This software is available on an ftp server this academic year. Go to any browser, type in the url: "ftp://ftp.brockport.edu" and enter your NetID and password download and install home-use licensed software. The software currently licensed for download is Minitab, Mathematica, Maple, and McAfee Enterprise 8.0i. ITS offers limited support for personal owned equipment and thus we can only assist in giving directions to aid in the installation of this software. If an issue arises during the install you are directed to visit the software's user support for assistance.

Status Watch

Information on Network Statistics, Lab status, and campus systems status is available at http://netstat.brockport.edu. Some pages are open to the public, while others are only for internal ITS use. As an example, clicking on the Current Notices tab on the status page provides information on current and planned outages and identifies systems/locations affected.

Thank you to Systems and Networking for making this information available.

Apogee Managing ResNet

Late this summer the college received permission to allow Apogee, a service provider specializing in Campus Residence Hall connectivity, to manage the Residence Hall part of the campus network. Students now have access to wireless in the Residence Halls and should notice a faster connection speed. Students forward their questions to Apogee who have a technician stationed on campus. This is viewed as a huge improvement in providing better service to students. Apogee provides virus protection and access to downloads from Ruckus music. Separating the residence halls from the rest of the campus network provides a stronger infrastructure for all.

UB Micro

SUNY Brockport offers faculty and staff the ability to purchase discounted software. The licensed software listed below is available for all 64 SUNY schools. By visiting http://www.ubmicro.buffalo.edu/licensing.shtml one can place an order for Adobe, Microsoft, and SPSS products for reduced prices. If you have any more questions, please contact x5151 or attend the IT event on 10/7/06 on what IT offers to faculty and staff.

FALL 2006 ANGEL TRAINING WORKSHOPS

Attention all SUNY Brockport Faculty and Staff: ANGEL has been upgraded to version 7.1. With it comes an abundance of new and exciting features that you can use to enhance your teaching and enrich your student's learning! All ANGEL training workshops are co-sponsored by Information Technology Services (ITS) and the Center for Excellence in Learning and Teaching (CELT). You can register for any of the following workshops by calling Sandra Ayers, CELT Secretary @ x5088 or by sending an e-mail request to celt@brockport.edu. All ANGEL training workshops are held in the CELT Resource Center, Room 100B Edwards Hall.

ANGEL Workshop	Date	Time
ANGEL Discussion Forums	Wednesday, 10/04/2006	9:00 am – 10:00 am
ANGEL Gradebook	Thursday, 10/05/2006	9:00 am – 10:00 am
ANGEL Gradebook	Friday, 10/06/2006	10:30 am – 11:30 am

WORKSHOP DESCRIPTIONS

ANGEL Discussion Forums

This hands-on workshop covers all facets of the ANGEL Discussion Forums, including their advanced features. This in-depth session includes extensive discussion of Best Practices for Discussion Forum use and companioning online discussions with in-classroom discussions effectively.

ANGEL Gradebook

This hands-on workshop covers all facets of the ANGEL Grade Book, including its advanced features. This in-depth session balances coverage of technical features with hands-on time for you to begin structuring a grade book for your courses.

ANGEL Quizzes and Surveys

This hands-on workshop covers all facets of the ANGEL Quiz and Survey tools, including their advanced features. This in-depth session balances coverage of technical features with strategies for using these tools to advance learning.

What's New in ANGEL 7.1?

This hands-on workshop covers all of the latest and greatest features included in ANGEL 7.1 release. Drop-in for an overview of what new tools you can expect to use to enhance your teaching and advance your students' learning.

If you would like to schedule a private consultation, please contact Brandon St. John, Learning Management Systems Coordinator directly by e-mail at bstjohn@brockport.edu or by calling x5022.

In the News:

Dan Esler, one of the first graduate student assistants in ITS in 2001, stopped by to turn in a graduate paper and say hello. Dan has been in China for nearly two years and will be returning this fall to teach high school chemistry and other subjects. He is very enthusiastic about his experience in China and loves the culture, food and people.

Amanda Auriemma began work as the ITS Staff Assistant on Monday, September 18. She will be assisting with the Writers Forum digitization effort among other IT projects this year. She has experience with digital media and as a student, worked in Keuka College's IT department. She can be contacted on Allen 2nd floor, aauriemm@brockport.edu, x2385.

A New Faculty Member

Dr. Francis Andoh-Baidoo has joined the Department of Computer Science, SUNY College at Brockport as a tenure-track Assistant Professor this Fall. He obtained a B.S. degree in Material Science from Kwame Nkrumah University of Science and Technology, Kumasi, Ghana. Dr. Andoh-Baidoo earned a M.S. degree in Information Technology and Management and an MBA degree, both from the University of North Carolina, Greensboro, NC. In May 2006, he completed his Ph.D. in Business Administration. His major field of study was Information Systems at the Virginia Commonwealth University, Richmond, VA.

Dr. Andoh-Baidoo's work experience includes two years as Assistant Lecturer at the University of Science and Technology in Tarkwa, Ghana, three years as Plant Metallurgist and Material Process Consultant in various industries in Ghana, and a six-month stint as a Programmer Analyst at VF Services in Greensboro, NC, in addition to teaching and research assistantships as a graduate student. Also, Dr. Andoh-Baidoo holds a DBA certification from Oracle Corporation. His research interests include Systems Analysis and Design, MIS, Information Security, and Data Mining.

Computer Science Graduate Shines

Muldair Moore, a 2006 graduate of SUNY Brockport, has created an exciting bridge between SUNY Brockport and the Rochester Mercy Outreach Center. As part of a service-learning program, Muldair developed a software program to solve a patient tracking problem. It was installed in April. She customized the program and is continuing as a volunteer to make upgrades and create additional features. Muldair's creativity and enthusiasm for this project contributed greatly to its success.

Muldair worked under the guidance of Sandeep Mitra, PhD, Brockport associate professor of computer science and Tom Bullinger of ArchSynergy, Inc. Tom has volunteered at the center since 2004 and Dr. Mitra stopped by several times as well to make a change or add a feature. It is expected that this partnership between the Center and the College can be a model which will create more ventures between SUNY Brockport and other non-profits in the Rochester community. (Excerpted from Centerview, Mercy Outreach Newsletter, Summer 2006, p. 2)

MP3 Poem on Writer's Forum Website

The poem by **Ralph Black**, a professor in the English Department, entitled "Three Questions" has been posted on The Writer's Forum Website in MP3 format. This poem is narrated by Garrison Keillor of *A Prairie Home Companion*, a show aired on Minnesota's public radio. Black's poem originally aired on NPR is located at http://www.brockport.edu/wforum/rwblack.html.

Web Site of Note

Faculty and staff can access College Technology Council (CTC) minutes (as well as other minutes) at http://www.brockport.edu/etc/minutes.html

ALICE Workshop

On June 27, 2006, SUNY Brockport hosted a group of K-12 educators. Sponsored by the ACM, this workshop was part of a national effort to introduce Computer Science topics into earlier stages of students' careers. The workshop, organized by **Dr. Sandeep Mitra**, featured an overview of the free Alice software tool developed at Carnegie-Mellon. Alice introduces students to programming using animations. Students can create their own 3D movies or video games using Alice's wide gallery of objects. By emphasizing the more creative aspects of computing, Alice has great potential to broaden the pool of students who enter the computing disciplines. Attracting more women into this field is a high priority. Currently only 28% of Computer Science degrees are awarded to women. By utilizing tools such as Alice in the middle school and high school years, more students can have a chance to discover the rich opportunities of this dynamic field.

The instruction for the day-long workshop was done by **Dr. Joan Lucas** and **Mr. Daniel Rogers**. Fourteen participants from all over the country attended. A listserv has been set up to maintain contact with the participants, in what the Department hopes will be an ongoing effort to keep K-12 educators engaged.

Numbers Worth Knowing: The 2006 College Student

The technology:

- * 13% of students have desktop computers
- * 50% have laptop computers
- * 41% have MP3 players

The time:

- * Hours per day spent doing e-mail, instant messaging and web surfing: 3.5
- * Time per day spent sending and receiving text messages: 20 minutes
- * Hours per week spent on social networking sites: 6.5

The social networking:

- * 85% of students who visit social networking sites use them to see what their friends are doing
- * 70% of them use the message boards to communicate with their friends
- * 61% talk to people they have never met in person

The studies:

- * 72% of students receive grades and assignments online
- * 56% e-mail or instant message their professors for help
- * 71% submit assignments via e-mail

Alloy Media + Marketing. "College Explorer Study." 2006.

< www.harrisinteractive.com/news/newsletters/clientnews/2006 Alloy.pdf>

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Fall ITS Workshops
Call Tammy Loscombe at x2368 or e-mail tloscomb@brockport.edu to register for any of these sessions.

tilese sessions.			
Sessions on Smart Classrooms with Podi 10/4/06	. Wednesday	9:30-10:30 am	
Sessions on smart carts: 10/4/06	Holmes 101 . Wednesday . Thursday	1:30-2:30 pm	
What IT Offers to Professional Faculty and 10/5/06	d Staff .Thursday	Dailey 202 J. Delbert 12:00-1:00 pm	
Introduction to Mac OS X 10/2/06	. Monday . Thursday	Holmes 103 R. Anugu 12:00-1:00 pm 9:30-10:30 am	
Creating and Publish a Podcast in Three I	Easy Steps . Tuesday	Holmes 103 R. Anugu 9:30-10:30 am	
SPSS Workshop 10/18/06	. Wednesday	Dailey 202 MJ Orzech 1:00-2:00 pm	
Tips and Tricks to Maintaining Your PC 10/19/06	.Thursday	Dailey 202 J. Delbert 1:15-2:15 pm	
Minitab Workshop 10/26/06	.Thursday	Dailey 202 MJ Orzech 1:15-2:15 pm	
Getting Started with Personal Web Space at SUNY Brockport Dailey 202 S. Lewis This session teaches the basics about using a Web page editor to create pages: how to create files; how to link files; how to change colors; how to add tables and images to your Web pages; how to avoid common problems; and how to put these files in your site so they show up online.			
9/25/06 10/4/06 10/10/06 10/31/06 11/3/06 11/20/06	. Wednesday		
Images for the Web These sessions go into more depth with image	es, including how to re-s	Dailey 202 S. Lewis size them and how to create	
image galleries using Google Picassa, a free pro	gram you can download	and use at home.	
10/3/06 10/31/06 11/1/06 11/8/06 11/13/06 11/21/06	. Tuesday . Wednesday . Wednesday . Monday	3:00-4:00 pm 10:45-11:45 am 2:30-3:30 pm 12:00-1:00 pm	

Information Technology Support Services Computer Workshops with Diane White October 16-20, 2006

Join Information Technology Support Services for MS Office and Dreamweaver software training October 16th –October 20th. Seating is limited, so register early for any of these half-day sessions, by calling x2368 or e-mailing tloscomb@brockport.edu.

Monday, October 16th (Drake Library Kiefer room)

Microsoft Word including Mail Merge 9 am -12 pm MS Outlook (E-mail) with JES connector 1 pm - 4 pm

Tuesday, October 17th (Drake Library Kiefer room)

Dreamweaver I (creating web pages) 9am-12 pm Microsoft Access I (databases) 1 pm - 4 pm

Wednesday, October 18th (Drake Library Kiefer room)

Microsoft Excel (developing spreadsheets/using formulas) 9 am -12 pm PowerPoint (creating presentations) 1pm - 4 pm

Thursday, October 19th (Drake Library Kiefer room)

Dreamweaver II (creating/enhancing web pages) 9 am-12 pm Microsoft Access II (databases) 1 pm - 4 pm

Friday, October 20th (Drake Library Kiefer room)

Microsoft Excel Lists (spreadsheets) 9 am – 12 pm Outlook II (E-mail) 1 pm – 4 pm

Workshop Descriptions

Microsoft Word – This course focuses on how to use a word processor to develop, format and revise a variety of personal and business documents from simple letters and memos to more complex documents containing graphics and tables. This session will include how to use mail merge for mass mailings.

Microsoft Outlook – This course introduces the basics of using Outlook to send and receive e-mail. It also provides tips on how to add attachments effectively, use the calendar function, and format e-mails.

Microsoft Access – This course introduces the basics of using a relational database to create tables, queries, forms and reports.

Microsoft PowerPoint – The course shows you how to create multimedia presentations including text, graphics and special effects. Session includes how to download to IPods and other MP3 devices.

Dreamweaver – This course teaches the complete process of web page design, from the basics of Dreamweaver to strategies for designing and building a complete web site. How to include a Flash/Fireworks object or animation in a webpage.

Microsoft Excel I– This course teaches the basics of developing spreadsheets including creating worksheets, editing data, building charts and graphs, working with formulas and publishing a spreadsheet to the Web.

Microsoft Excel II- working with lists in spreadsheets for budgeting and other applications.

CELT- Fall 2006 Technology Related Brown Bag Discussions

The Center for Excellence in Learning in Teaching will offer the following Brown Bag Lunch Discussions related to technology during the fall semester. All events are free for SUNY Brockport faculty and staff and are held in the CELT Resource Center, 100B Edwards Hall from Noon-1:00 pm. To register for an event call the CELT office at 395-5088 or e-mail at celt@brockport.edu. Visit the special events page of our website www.brockport.edu/celt/se.html for up-to-date information.

FRI. 10/6: PowerPoint: Use or Abuse?

Maggie Logan, Chemistry

FRI. 10/20: ANGEL Innovations, Joan Lucas and others

Upcoming Technology Events

COCID Coursecasting Conference

Registration is now open for "Casting a wide net: video coursecasting... idylls by a stream, on a pod." Funded by a SUNY COCID grant, this conference will be held on Friday, October 20th at the UB School of Management's new Alfiero Center on the North Campus. The purpose of this conference is to discuss and disseminate recent findings and experiences about academic coursecasting and its cousins - podcasting, webcasting and other digital/distance education technologies.

Please visit the following website for registration and program details:

http://etc.buffalo.edu/coursecasting

CIT 2008 Planning

On Wednesday September 27, ITS hosted Nancy Motondo and Melanie Gulczyk from the SUNY Training Center in Syracuse. They were on campus for a site inspection to determine the College's readiness to host CIT (the Conference on Institutional Technology) in May 2008. The conference bring 500 attendees to campus for three days of events related to Technology in the classroom.

If Brockport is selected to host this conference, a planning committee will be formed. If you are interested in volunteering, presenting, or sitting on the planning committee, please contact Mary Jo Orzech at x2368.

Information Technology Services

Frank Wojcik, Dean of Information Resources and CIO

Information Resources includes Drake Library, ITSN, ITSS, and Media Services areas.

IT Support Services

Orzech, Mary Jo, Director ITSS and Interim Director of Drake Library

Office: 217 Dailey Hall; Phone: 395-2368

E-Mail: morzech@brockport.edu

Loscombe, Tammy, IT Assistant

Office: 216 Dailey Hall; Phone: 395-2368

E-Mail: tloscomb@brockport.edu

Anugu, Reddy, Software Analyst

Office: 207 Dailey Hall; Phone: 395-2463

E-Mail: ranugu@brockport.edu

Cooper, Clay, Help Desk Coordinator

Office: 207 Dailey Hall; Phone: 395-2887

E-Mail: ccooper@brockport.edu

Jeffers, Shaun, Desktop Support Specialist

Office: 208 Dailey Hall; Phone: 395-2452

E-Mail: sjeffers@brockport.edu

Conner, Tanasee, PC Technician

Office: 21 Edwards Hall

E-Mail: tconner@brockport.edu

Heywood, Robert, PC Technician

Office: 21 Edwards Hall

E-Mail: rheywood@brockport.edu

Morrison, Richard, PC Technician

Office: 21 Edwards Hall

E-Mail: dmorriso@brockport.edu

Smith, Jeffrey, Interim Manager of ITSS

Office: 204 Dailey Hall; Phone: 395-5470

E-Mail: jsmith@brockport.edu

Zapata, Adam, Computer Labs Admin

Office: 21 Edwards Hall

E-Mail: azapata@brockport.edu

Media Services

Elyjiw, George, Media Services

Office: 23 Edwards Hall; Phone: 395-2660

E-Mail: gelyjiw@brockport.edu

Mancini, Frank, Media Services

Office: 23 Edwards Hall; Phone: 395-2660

E-Mail: fmancini@brockport.edu

Reining, Cheryl, Media Services

Office: 23 Edwards Hall; Phone: 395-2660

E-Mail: creining@brockport.edu

Telephone Numbers

HelpDesk	395-5151
Dailey Hall 2nd floor desk	395-2247
Fax	395-2399
Status Phone	395-2390

Computer Labs in Dailey

202 PC Teaching Classroom

203 PC Teaching Classroom

205 PC Teaching Classroom

212 Linux Lab

213 Computer Skills Testing

Dailey Hall Hours of Operation*

	•
M-Th	7:45 am - 1:00 am
Friday	7:45 am - 9:00 pm
Saturday	9:00 am - 9:00 pm
Sunday	1:00 pm - 1:00 am

^{*} Hours of operation are subject to change. Call x2390 for hours.

Information Technology Services newsletter is published three times a year by ITS, State University of New York, College at Brockport. Contributions and suggestions in any form (voice, fax, mail, or e-mail) are welcome and should be addressed to Information Technology Support Services, Dailey Hall.