Library, Information and Technology Services
Newsletter

Library, Information and Technology Services

1-2003

ITS Newsletter: Spring 2003

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ITS Newsletter

| SUNY Brockport | Information Technology Services | www.itss.brockport.edu |

Virus Prevention and You

Computer users are encouraged to follow safety precautions to avoid viruses on their computers. Make sure that there is anti-virus protection software on your computer (e.g. McAfee). Also, verify that the anti-virus software is active and set to automatically check for viruses regularly. There are many new viruses found each month, so this is an important safety check.

Some tips to avoid viruses are: **First**, do not open any files attached to e-mail from an unknown source. **Next**, do not open any e-mail attachments if the subject line is questionable or unexpected. Do not open any e-mail attachments unless you know what it is, even if it appears to be from someone you know. Some viruses can spread through e-mail. It is always better to be safe than sorry and confirm that the person really sent the message.

Another way to avoid viruses is to delete all chain e-mails and junk mail. Do not forward or reply to any of them. These e-mails are intrusive and clog the network. Never open e-mails with two extensions (e.g., 'filename.bmp.pif' or 'filename.doc.bat'). Don't open any e-mails with the extensions .exe, .bat, or .pif. These are only examples, but there are many forms of this virus out there. If you do download files from the Internet, use extreme caution. Verify that the website has an anti-virus program. If you aren't sure, save the file to a disk and run your anti-virus software.

Beware of electronic greeting cards you receive. E-card scams are circulating, conning people into clicking on a phony Website where they can infect their system with a virus or have their address book stolen. Be on the lookout for a specific virus with the subject, "Friend Greeting application (III)." Do not open this message. Delete it from your mailbox immediately.

Back up your files on a regular basis. If a virus destroys one of your files, you can restore from the back up. You should store your backup copy in a separate location from your work files, somewhere other than your hard drive. Finally, if you are in doubt about any potential viruses, do not hesitate to call the Information Technology Services Help Desk, 395-5151.

Special Interest Articles:

- *Talking Word Processor (pg. 2)*
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Dailey Hall SUN Lab Upgraded

Thirty new SUN Microsystem workstations, with 20" monitors and a new server were acquired through the SUN academic matching grant program. The equipment was set up in time for the fall semester and can be used by students in computer science, computational science, physics, earth sciences and other disciplines.

SUNS in Dailey Hall
Dr. Joan Lucas (Computer Science Faculty) and Jack Prewitt (Serverware Account Manager), look over the new SUN equipment available in Dailey Hall

Educational Technology Initiative Coming Soon!

The call for the Brockport faculty/staff educational technology support program is coming soon. This local competitive program funds small mini-grants (typically under $5,000) for innovative technology-related projects that enhance learning and teaching. This program is funded by the College Technology Council and administered through the Center for Excellence in Learning and Teaching. The call for proposals will be made in early spring and funding will be available after July 1, 2003.

Talking Word Processor

"Talking Word Processor" and "Text Cloner" are software programs intended to assist students who can benefit from extra help in technology."

Working with the Office for Students with Disabilities, Information Technology Support Services has been awarded a "Breaking Down Barriers to Assistive Technology" Grant from Premier Programming Solutions. "Talking Word Processor" and "Text Cloner" are software programs intended to assist students who can benefit from extra help in assistive technology.

The "Talking Word Processor" and "Text Cloner" software will be available upon request in Dailey Hall, Drake Library, SUNY Metro Center, as well as the satellite labs with appropriate hardware. For a demonstration of the software, call 395-2368 to set-up an appointment. Faculty or staff who would the software installed can call the ITS Help Desk at ext. 5151.

SUNY Learning Network Update

If you haven't yet heard about SLN courses, they are SUNY Brockport courses delivered via the Internet at: http://www.sln.suny.edu. SLN is supported by SUNY System Administration and is overseen by the division of Advanced Learning and Information Services (ALIS). Currently, more than 50 of the 64 SUNY institutions participate in SLN. SUNY Brockport faculty have been offering SLN courses since the fall 2000 semester. The following are a few of the classes that SLN is offering this spring: CRJ 493.61-Neighborhood Crime & Violence; NUR 680.63- Advanced Pharmacology; PAD 664.63- Non-Profit Advocacy and Government Relations; and WMS 360.63- Sex and Culture.

SUNY Morrisville's Laptop PC Initiative

On November 16, 2002, Dave Rogers, Dean of School of Business and Chris Cring, Director of the Center for Educational Change, SUNY Morrisville, gave an overview of the laptop PC program that started there in 1999. In this program, all School of Business students get laptops the first weekend of school, and receive an 1.5 hour orientation when the students sign for the laptops. All student help is handled by SUNY Morrisville's Help Desk. Updates of Norton anti-virus and other software is automatically installed on student laptops.

Since 1999, Morrisville has grown to 21 laptop classrooms that have data port and electrical power at each seat. A critical part of the program's success is faculty development. All faculty were required to agree to the program for it to reach its goals. Faculty members have found that they can cover more material using on-line examples/simulations, etc. Morrisville worked in large part with IBM, Raytheon, Virco Furniture, Univisions, etc, and other partners.

This invited session was presented to Brockport business faculty, who has been considering the feasibility of a similar laptop program.

"All faculty had to agree to the program for it to reach its goals. Faculty members have learned that they can cover more using on-line examples/simulations, etc."

Career Services Technology Update

Excerpted from Career Services Newsletter
Last spring, Career Services made the transition to MonsterTRAK to power SUNY Brockport's online job database, JobShop. This change makes a wider variety of job listings available and provides enhanced marketing power and name recognition. For students and alumni, the registration process takes only a few minutes and résumés can be uploaded directly into the system. At present, all on-campus positions as well as professional jobs can be accessed. In addition, Career Services has developed a second database JobShop II for those employers who prefer to advertise their positions locally. To explore either JobShop (MonsterTRAK) or JobShop II, go to the Career Services homepage at www.brockport.edu/career/cshome.htm and click on the icon for JobShop.

New ITS Help Desk Hours

Starting January 27, 2003 the ITS Help Desk will be re-opening for spring semester and extending hours of operation. The hours will be as follows:

Monday – Thursday 8:00 am – 10:00 pm

Friday   8:00 am – 5:00 pm

These new hours are intended to benefit the busy schedules of faculty and staff. During these hours, helpdesk staff will try to solve the problem over the phone. If this cannot be done, a ticket will be created to request further assistance. For any computer related questions, comments, or to schedule an appointment with a technician, call the Help Desk at 395-5151.

Applications for Scholar's Day Now On-line

For the first time this year, Scholar's Day abstracts can be submitted online. All faculty, staff and students are invited to submit an abstract by February 3, 2003 to present at the College's annual celebration of scholarship on Wednesday, April 2, 2003 from 8:30 am-5:00 pm. Visit www.brockport.edu/etc/forms/grant/scholarsday for the on-line form.

Websites Worth Visiting

From Colleen Donaldson

Biomedical Field for Students and Faculty
Visit www.grantsnet.org, a FREE service with information on potential funders, links to their website, tips, analysis of research and funding trends, etc.
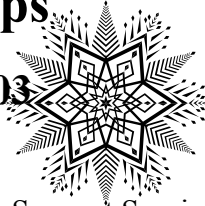
General Information on Writing a Proposal
Visit on-line the Foundation Center's Learning Lab (this part of their service is free). http://fdncenter.org/learn has a free 10-page proposal writing short course.

Information Technology Support Services

Computing Workshops
JANUARY 13th – 17th, 2003

Make it a New Year's Resolution to join Information Technology Support Services for MS Office software training January 13th – January 17th, 2003. Seating is limited, so register early for any of these half-day sessions, by calling x-2368 or send e-mail to tloscomb@brockport.edu. All sessions will be held in Dailey Hall, 2nd floor room #202, unless otherwise noted. Sessions will be taught by Diane White.

Monday, January 13, 2003
Be a More Efficient User: 9:00 am – 12:00 pm
The Internet: 1:00 pm – 4:00 pm

Tuesday, January 14, 2003
Advanced Word Part I: 9:00 am – 12:00 pm
Basic Excel: 1:00 pm – 4:00 pm

Wednesday, January 15, 2003
Advanced Word Part II: 9:00 am – 12:00 pm
Intermediate Excel: 1:00 pm – 4:00 pm

Thursday, January 16, 2003
Basic Access: 9:00 am – 12:00 pm
Basic Publisher: 1:00 pm – 4:00 pm

Friday, January 17, 2003
Intermediate Access: 9:00 am – 12:00 pm
Basic PowerPoint: 1:00 pm – 4:00 pm

Please Note: **Participants should use the following definitions to insure they are enrolling in the appropriate session:**

Basic level is for those with little or no experience with the application. It is an introduction to the application's main features including an understanding of tools such as Menu Options and using Help, Tutorials, Wizards and Templates.

Intermediate is for those who have had experience using the application and are looking for additional skills, shortcuts and new and easier ways of doing things.

Advanced is for those who have extensive experience with the application but want a better understanding of how to use it in conjunction with other programs to produce a truly integrated approach to any given task.

January 13th – 17th Workshop Descriptions

Be a More Efficient User
How your computer works, how to customize your desktop, manage files and protect against viruses

The Internet
Your browser and e-mail

Advanced Word Part I
Specialized functions including mailing, merging and macros

Basic Excel
Using Help and Menu options
Setting up a spreadsheet

Advanced Word Part II
Integrating other MSOffice applications, importing/exporting and managing information

Intermediate Excel
Creating charts for reports and organizing data

Basic Access
Using Help and Menu options
Creating a database, searching and sorting

Basic Publisher
Using Help and Menu options
Designing camera ready newsletters and flyers

Intermediate Access
Queries, reports and importing/exporting data

Basic PowerPoint
Using Help and Menu options
Presenting information with graphics

Call 395-2368 to register or send e-mail to tloscomb@brockport.edu

GIS Update

On October 8th and 9th, 2002, Dr. James Zollweg provided an explanation of the benefits of ESRI's ARCView software, a GIS package. Dr. Zollweg discussed GIS as a way of visualizing data to solve problems. For example, Dr. Zollweg mentioned the use of the software by biologists in order to map animal, fish and plant habitats for the use of population studies. He also demonstrated how the software could be beneficial in the case of catching a criminal using geographical profiles.

GIS is a tool that has found hundreds of applications and uses. GIS and ESRI software are used in television shows, including "The District." Check out http://www.esri.com/news/arcnews /spring02aritcles/suny- brockport.html for more information on Dr. Zollweg's water resource class at Brockport that appeared in the Spring 2002 ARCNews. ArcView will be available in all ITS managed PC labs for Spring 2003.

Upcoming GIS Events

The SUNY Training Center has scheduled the following workshops on ArcGIS 8.2 (ESRI) to be held at Buffalo State College for anyone interested in learning more about GIS. What is GIS? The first day of this two-day course is meant to be an "overview" of GIS and how it is being used, and on the second day, participants will get hands-on experience with the ESRI tools in ArcGIS.

You can choose to register for one class or for both classes.
Location: Buffalo State College March 19th & 20th, 2003
An Overview - March 19th
An Introduction - March 20th
The Complete Course (Register for BOTH days at a reduced rate)
Prices range from $135-$250/session

TO REGISTER or TO VIEW A CLASS DESCRIPTION: 1) Please go to the SUNY Training Center web site at http://www.tc.suny.edu 2) click on "View or Register for an Event" 3) click on "Academic Classes" Questions? Contact the SUNY Training Center at suny_training@tc.suny.edu or call (315) 464-4078.

SkillSoft Opportunities Growing

SkillSoft on-line learning material available through Human Resources is in the process of being enhanced through the addition of a number of titles on computer applications from SmartForce. The new enhanced contract will allow faculty, staff, and students to participate in computer-based training from any PC or Mac connected to the Internet. Details will be forthcoming from Human Resources.

Farewell to Larry Humm

Larry Humm, advisor to the Banner Project, is retiring after 30+ years at SUNY Brockport. Information Technology Services thanks Larry for his many years of service to the college.

Website Contest to Award Computer Prize
Steve Lewis

The SUNY Brockport Office of the Provost is pleased to announce the second annual Website competition for spring 2003. Expanding on the success of last year's review of academic department Web sites, the spring 2003 contest is open to Web sites for most administrative offices. Web sites will be evaluated on "informativeness," ease of use, aesthetic quality, and accessibility. Judging will be by a panel of independent judges. The department or administrative office with the winning Web site will receive a new computer system courtesy of the College's Vice Presidents. It's not too early to get started! This is an excellent opportunity to take a look at your site, if you have one, or develop one if you don't.

"The department or administrative office with the winning Web site will receive a new computer system courtesy of the College's Vice Presidents."

The Web Group is available to offer suggestions or assistance. Contact the group at x2-WEB, or via e-mail at webmgr@brockport.edu. More detailed information will be distributed as it becomes available. (The Web Sites of last year's winners, BASC, BSG, the Research Foundation, individuals, student clubs, and ANGEL/course sites are ineligible.)

Practice for GRE/GMAT

Do you know students who could benefit from practicing the GRE (Graduate Record Exam) or GMAT (Graduate Management Admission Test)? Brockport's computer labs now provide a great way to brush up on test-taking skills in a familiar, non-threatening, self-paced environment.
Practice exams for the GRE are online and available in Dailey Hall, Metro Center and other PC labs. These are actual online sample questions from ETS (Educational Testing Services). They include questions on:

- ***Verbal Ability***
  - Analogies
  - Antonyms
  - Sentence Completions
- ***Quantitative Ability***
  - Quantitative Comparison
  - Problem Solving
  - Data Interpretation

Want to try the GRE at home? See www.gre.org/practice_test.

Beginning spring 2003, GRE practice questions can be accessed from **Start>Programs>Career Services>GRE.**

CIT Presentations

Presentations are sought for the SUNY Conference on Instructional Technologies (CIT) sponsored by the SUNY Faculty Access to Computing Technologies (FACT) Council and hosted by the SUNY Potsdam on May 28, 29 and 30, 2003. Faculty, professional support staff, administrators, and librarians from all SUNY campuses are invited to submit abstracts and apply for FACT scholarships to attend this conference. We welcome proposals from SUNY and non-SUNY individuals; however, non-SUNY individuals will not be eligible to receive a FACT scholarship.

The theme of this year's SUNY Conference on Instructional Technologies explores the exciting new possibilities for creative collaborations. New and existing technologies are one of the many drivers dynamically redefining the structure, resources and boundaries of higher education. Technology provides innovative opportunities for teamwork in the traditional classroom and in distance learning, thus opening the door for creative collaboration in teaching, learning and research. CIT explores how many of these partnerships can enable and enhance students' ability to be successful in the information age.

SUNY Conference of Instructional Technologies will be held at SUNY Potsdam on May 28, 29, and 30, 2003. Be sure to check out www.cit.suny.edu for more information.

The goal of this year's conference is to give participants an opportunity to report on their efforts for collaboration as well as to offer a forum for discussing new possibilities to enrich the learning environment. Proposals should address one or more of the following presentation themes:

- Internet 2 and Advanced Collaborative Technologies
- Instructional Partnerships: Campus, Community and Industry
- Integrated Approaches In Information Literacy
- Cooperative Support Models for Software in the Disciplines
- Creative Learning Systems: A Collaborative Approach Policy
- The Changing Faces of Intellectual Property and Fair Use

A presenter's scholarship covering the $125 conference registration fee will be awarded to each SUNY first author for their accepted abstract. Presenters must register for the conference prior to May 2, 2003.

Submission of Abstracts

Abstracts will only be submitted online at www.cit.suny.edu. The deadline for receipt of abstracts is January 24, 2003.

College Technology Council Minutes Available on Web

Minutes for Brockport's College Technology Council meetings are available online at www.brockport.edu -> Administrative Resources ->College Minutes.

Web Survey Enhances Marketing Class

John Gardner's Bus 436 marketing class designed on-line web surveys to solicit student input on customer satisfaction during spring 2002. A web camera was donated as an incentive to participants and was won by Lynne Woytek, sophomore education major.

PDAs on Campus

It is estimated that there are over thirty Palm Pilots and other handheld PDAs being used on campus at this time. The majority are used for calendaring and scheduling with Lotus Notes. How are you using yours? We are interested in learning how people are using them at SUNY Brockport. Is anyone using them as part of classroom activity? Send e-mail to morzech@brockport.edu. We will publish the results in the next newsletter.

ITS Searching for 2003-2004 Graduate Assistant

Information Technology Services is now beginning its search for a Graduate Assistant for the 2003-2004 academic year. ITS will be hiring a new graduate assistant for next year. Award includes full tuition and stipend worth $6,000 each semester. For information on how to apply call 395-2368.

Fall 2002 Computer Skills Exam Update

Edwina Billings

Almost 1,500 students took the Computer Skills Exam this fall. Our Fall 2002 freshman class took honors with 95% of all freshmen passing the exam. The freshmen started off in a big way last summer by filling up all the Early Bird testing sessions. We had 100% attendance at the Early Bird exams on 7/25 and this was an early indicator that this freshman class was motivated and ready to go. Many other students attended classes until they felt confident that they were prepared and were able to pass the exam before the end of the semester.

In addition to the freshmen, we had 300 new transfer and readmitted students who also passed the exam. While disappointed that more transfers did not take the exam this semester, we will continue to encourage them to take the exam as soon as possible and not put it off until later. If we continue to build a backlog of new students each semester who do not take the exam, it could eventually delay graduation for students who haven't satisfied the requirement.

We had 88 exam sessions this fall and plan to run another 44 sessions this spring. This should accommodate the incoming transfer students in addition to the remaining students from the fall. Our goal is to have 80% of transfer students pass the exam by the end of their first year here at Brockport. Computer Skills' dedicated staff will work toward that goal. We would ultimately like to see the transfers match the achievements of the freshmen!

Angel Steering Committee appointed

Excerpted from Academic Affairs newsletter 12/02.

SUNY College at Brockport has adopted the ANGEL course management software college wide. ANGEL was developed at Indiana University – Purdue University Indianapolis, and is now marketed by CyberLearning Labs, Inc. of Indianapolis. Angel is a highly integrated software product that enables faculty to maintain class rosters and grade books, facilitates communication with students in classes via email, listservs and chat rooms, permits faculty to make available a wide variety of course content (printed material, electronic materials via the web, audio and video materials, other), and allows faculty to develop, administer, score and report grades on quizzes and examinations. By integrating ANGEL with the college's BANNER student information system, faculty will be able to retrieve class lists, and file grades through ANGEL.

The purpose of the ANGEL Steering Committee, comprised primarily of College faculty representing all three Schools, the Honor Program, and Delta College will be to help the College reap the benefits of this new technology, while safeguarding the College from growth-related problems and planning for future expansion of ANGEL at SUNY Brockport.

As of late October 2002, ANGEL faced the following immediate challenges: hardware support (including servers, storage, and communications); Help Desk and user support; and training for faculty and staff in the use of and capabilities of ANGEL. In a long-term view, the ANGEL Steering Committee will consider and develop recommendations about the following issues and concerns:

Development plan
Budget
Staging (scaling)
Equipment
Access and Use Policy
Security
Copyright and related policy issues
Other Issues

Steve Ireland (History) and Max Ivey (ITS) are co-chairs of the Angel Steering Committee.

New Look for Drake Library Catalog
Eileen O'Hara

Drake Library will be unveiling a new version of our library catalog in a few weeks.
We are very excited about the features of this "iPac". The new catalog has a friendlier look and feel, but also:

Allows you to save searches in "my list" and e-mail the list in various formats, including html, MLA and Chicago styles.
Do combined searches – multiple authors, or title keyword and subject, for two examples.
Do new searches – by ISBN, etc.
Search directly in on-line booksellers – Amazon, Barnes and Noble.

The catalog is a "work in progress" but I would appreciate your comments, suggestions, feedback, (eohara@brockport.edu).

Beers Receives Microsoft Grant

Morris Beers, Chair, Education and Human Development, has received notification that SUNY Brockport has been awarded a Microsoft/AACTE Innovative Teachers Grant. The award is includes a variety of MS software for teaching. The first shipment includes copies of:

MS Windows XP
MS Office XP with FrontPage
MS Publisher 2002
MS Visio 2002
MS MapPoint 2002

Mac Office v. X
Mac Office 2001

Encarta Reference Suite
MS Class Server
Magic School Bus
Online communities software and hosted site - SharePoint/bCentral
Virtual Classroom Tours template

Information Technology Services
W. Max Ivey, Associate VP for ITS
Information Technology Services includes Drake Library, ITSN, ITSS, and Media Services areas.

IT Support Services
Orzech, Mary Jo, Director
Office: 217 Dailey Hall; Phone: 395-2368
E-mail: morzech@brockport.edu

Loscombe, Tammy, Clerk
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E-mail: tloscomb@brockport.edu

Instructional Support
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Parsons, Anne, Computer Resource Manager
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Desktop Support
Saraceni, Jeanne, Desktop Support Specialist
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E-mail: jsaracen@brockport.edu

Conner, Tanasee, PC Technician
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E-mail: tconner@brockport.edu

Heywood, Robert, PC Technician
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E-mail: rheywood@brockport.edu

Morrison, Richard, PC Technician
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E-mail: dmorriso@brockport.edu

Media Services
Hart, Richard, Media Services
Office: 23 Edwards Hall; Phone: 395-2660
E-mail: rhart@brockport.edu

Mancini, Frank, Media Services
Office: 23 Edwards Hall; Phone: 395-2660
E-mail: fmancini@brockport.edu

Dailey Hall Hours of Operation*
  Monday – Thursday 8:00 am – 1:00 am
  Friday   8:00 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 between semesters.

Telephone Numbers
  Dailey Hall 2nd floor desk   395-2247
  Dial In   395-2180
  Fax   395-2399
  Help Desk   395-5151

Computer Labs in Dailey
  202 PC Teaching Lab (32 stations)
  203 PC Teaching Lab (32 stations)
  205 PC Teaching Lab (40 stations)
  212 Sun Lab (30 stations)
  213 Comp. Skills Testing (30 stations)
  *210 SHEL Multimedia Lab
   *by appointment only 395-2463

On-Line Forms @ ITSS Web Site
Resource Request Form
     http://www.itss.brockport.edu/request.html
Faculty/Staff Account Form
     http://www.itss.brockport.edu/facacct.html
Student Employment Application Form
     http://www.itss.brockport.edu/application.html
Workshop Registration Form
   http://www.itss.brockport.edu/workshop_reg.htm
ITSS Comments/Suggestion Form
http://www.itss.brockport.edu/feedback/feedbak.htm

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.