

Information Technology Services Newsletter

Volume 21, Number 1

September 2005

Multimedia Upgrades

Frank Mancini

This semester, 20 multimedia carts have been permanently installed in classrooms on campus plus two carts at the Metro Center. The carts include a computer and monitor with wireless mouse and keyboard, a DVD/VCR, a projector, a sound system, and an alarm system for security. The carts will be locked in the campus classrooms, but can be moved around in the classroom to offer more flexibility for the instructor. Each cart on campus has an instruction sheet that explains how to use the equipment as well as Media Services' phone number (x2660) should the instructor need further assistance.

Instructors teaching at the Metro Center should contact Dan Sargent (x8469) to make arrangements to use a multimedia cart in their classroom. In addition to the multimedia carts, Media Services has also installed a permanent computer setup in 122 Hartwell. Previously, there was a ceiling mounted projector in the classroom that could only be used with a user provided laptop.

Brockport now has multimedia equipment permanently installed in 41 classrooms and instructors have access to an additional 30 portable setups. This means that over 80% of our classrooms have computer projection capability.

We ask all campus users to ensure equipment longevity by turning off the projectors at the end of class.

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 to Brockport students, faculty and staff for home use. These CDs can be used on Win 2000 or higher PCs or Macs.

Davenport Hatch Grants

Frank Mancini

Three Brockport faculty have received Davenport Hatch grants that will allow new digital technology to be used on campus. **Alisa James**, Physical Education and Sports, **Adam Rich**, Biological Sciences, and **Melissa Waite**, Business and Economics, will receive digital camcorders, digital editing software, computers, and projection equipment to be used in their instruction for the coming year. Upon completion of the year, the equipment will become available for use by other faculty in each respective department. In addition, five digital camcorders are being purchased with Davenport Hatch grant money and distributed to various faculty in other departments.

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Edwards Instruction Sounds Better

Frank Mancini

This summer, all the classrooms in Edwards Hall were equipped with acoustic panels to improve sound quality. All five lecture halls and the three standard classrooms now have acoustic treatments that eliminate most of the echo problems that existed in the past. This includes the Blue Room, the 430 seat classroom previously used for large class sections and special events. Instructors using these classrooms will now be able to play audio and speak knowing that their message will be heard more clearly by students.

Instructional Technology Equipment: campus locations as of Sept. 2005

Technology Enhanced Classrooms	Multimedia Cart Classrooms	Computer/Projector carts-responsible department	Multimedia carts-responsible department
Allen 106A Cooper C-2 Drake 234 Edwards 100, 101, 102, 103, 104, 105, 106, 107 Hartwell 120, 122, 123 Holmes 107, 204 Lennon 140, 218 Smith 121 Tower 1102 Tuttle N. B-300 TOTAL 21	Cooper M-8, M-9 (Delta College) Hartwell 11, 30, 31, 33, 125, 127, 215, 216, 219 Holmes B-5, 104, 106, 208, 211, 216 Tower 102, 1104 Tuttle N. B-222, B-224 Tuttle S. 259 TOTAL 22	Cooper Anthropology (1) Hartwell Business/Economics (6), Health Science/Recreation and Leisure (2) Holmes Psychology (3) Tower Theatre (1) TOTAL 13 Projector only carts responsible department Cooper Delta College (1) Smith Physics (1) Tower F. Language (1) Tuttle N. Athletics (1) Union Campus Life (2) TOTAL 6	Cooper Edu. & Human Development (2) Hartwell English (1), Health Science/Recreation and Leisure (1) Holmes Psychology (2), Communication (1) Lennon Biology (1), Earth Science (1), Environmental Science (1) Tower F. Languages (2), Art (1) Tuttle N. Athletics (2) TOTAL 17

Additional equipment is frequently purchased directly by departments and does not appear on this list. This chart does not include PC and Mac labs (e.g., Dailey, Drake, Metro Center). If you spot errors or additions to the list, please notify fmancini@brockport.edu.

Fall Lab Upgrades

Business labs in Hartwell, Dailey, and the Library were upgraded during the summer. Several other labs were upgraded with additional hard drives and memory. All ITS supported lab PCs now have a minimum of 512MB RAM and 80GB hard disk space.

New Macs on Campus

The Arts and Performance Multimedia Mac lab, located in Holmes, received 20+ new G5s that include video editing software this fall. Five new Macs have also been updated in Dailey. The new equipment will allow experimentation with digital capabilities and other graphic program utilization.

New hours for early risers - Dailey opening at 7:30 am

Dailey is now open at 7:30 am M-F to serve you better. The early-bird hours make it more convenient to stop in before that 8 am class to print out a final report or check your e-mail. Dailey is now open a total of 125 hours per week when classes are in session.

Dailey Classroom Schedule Available Online

The schedule of PC classroom availability is now available online at: <http://www.brockport.edu/its/itss/dailey>. Many thanks to **Jeff Smith**, Computer Resources Coordinator, for implementing the software that was funded through a Faculty-Staff Educational Technology Support Initiative Grant. If you are responsible for scheduling a PC lab or other space, and would like to explore the use of this software, contact jsmith@brockport.edu.

New laptops in CELT

A small number of new laptops have been purchased for CELT in Edwards from Academic Affairs. These laptops will make it easier to conduct ANGEL and other training. The Dells Inspiron are equipped with over 500 MB RAM, CDRW drives and large hard drives.

A-Team Training in August

Seventeen new students joined several returning students for a week of IT-related training during August 22-26. The group was brought up to speed on PC labs procedures, software, hardware updates and new policies. The team worked very well shadowing professional staff. These students will be filling a number of IT positions including HelpDesk, Web page designer, Dailey Hall supervisor, Systems and Networking and Desktop support. The photo below shows this year's group.

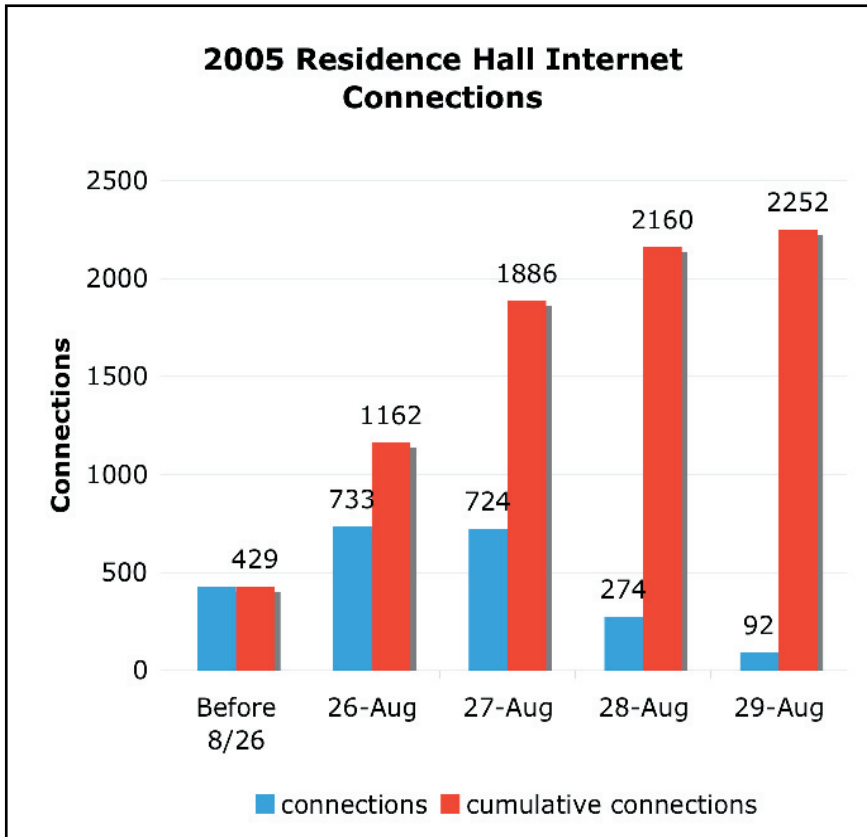


*1st Row: Richard Bleich, Colin Morrissey, Ryan Molloy, Ethan Cook, Lucas Barber, Jeffrey Ross, Babajide Osatuyi, and Ben Allen.
2nd Row: Kimberly Thrun, Sarah Renkas, Nerissa Octavio, Steven Begy, Shane Brown, Emily Bernard, Jillian Henderson, Lisa Efung, Andrew Fichera, and Subin Sindurakar.
3rd Row: Nicholas Nosko, Jeffrey Delbert, Jason Emmerson, Ludmil Angelov, Borislava Simidchieva, Stefan Christov and Adam Zapata*

ResNet Connects!

Clay Cooper

This article provides a glimpse behind the scenes as ITS gets ready for a new semester. Weeks before students start moving in, ITS is already preparing for their arrival. Plans are made to connect students to the residential network, or ResNet, as quickly as possible. Logistics involve compiling an updated CD with McAfee antivirus and spyware-fighting utilities, assembling schedules, and ordering the Ethernet cables required to connect on-campus students. The intensive planning paid off as the campus saw the successful connection of 2,404 computers to ResNet during the first weekend of school.



Before move-ins began, 429 computers were successfully registered on ResNet due to early arriving sports teams and other groups. The blue shirted ITS A-Team began early Friday morning welcoming new and transfer students to campus by distributing the anti-virus CDs and Ethernet cables. By the end of the day, 733 computers were connected to the network. This record set the pace for the rest of the weekend. On Saturday A-Team members were again stationed at each residence hall as students arrived. Eight hours later another 724 computers were connected to ResNet bringing the two-day total to 1,457. Adding the 429 connections made prior to move-in weekend put us at 1,886 connections. With a total of 2,553 possible connections, we were well on our way to the goal of 90% connectivity that we've seen in recent years.

Sunday saw limited hours as the A-Team concentrated on reducing the number of trouble tickets in the system to provide a head-start on the upcoming week. At day's end, over half of the problem tickets had been resolved by either in-room service or over-the-phone assistance and another 92 connections were added to the total. The first week went smoothly and provided another 181 connections. After the conclusion of the first week of classes there are typically only ten to twenty new connections made daily.

The dedicated ResNet staff works primarily with students by removing viruses and spyware from computers. If a quick solution cannot be found via phone, a technician is sent to the student's room to further investigate. Most calls requiring hands-on assistance can be addressed within a few of days, depending on the student's availability. Vigilance in staying updated is the best protection for maintaining connectivity.

Any issues concerning connectivity with ResNet or McAfee/viruses can be addressed by calling 395-2597 or by emailing resnet@brockport.edu.

[Editor's Note: Thanks to the many hands involved in this year's ResNet effort especially **Steve Begy, Lisa Efung, Jason Emmerson, Jeff Delbert, Shaun Jeffers, Clay Cooper, Jeff Smith** and other staff. Telecommunications also worked to ensure the ResNet ports were labeled and working.]

New Library Webpage

The Drake Library webpage has a brand new look for Fall 2005. The revamped site is fresher, cleaner, and easier to navigate. See for yourself at www.brockport.edu/library.

SUNY Digital Repository

A SUNYwide digital repository has been implemented as a pilot project through the SUNY Office of Library Services. Brockport is one of a very small number of SUNY schools who have responded to the call for posting local collections to date. Brockport archive material from the 1970's is available at: <http://dspace.sunyconnect.suny.edu/community-list>.

Music at Noon

Join us for midday concerts in Drake Library Wednesdays at 12:10 pm on September 28, November 2, March and April 1. Mark your calendar and plan to attend.

Wireless Networking update

Almost all academic buildings are now wireless thanks to a dedicated summer push to get the job completed before the start of school. Laptops with wireless connections can now access the campus from many more locations.

Computer Skills Update

The computer skills program has had a very successful start to the 2005-2006 academic year. 58 sections of GEP150 are scheduled with a total enrollment of 1,835 freshmen and new transfer students. Our fall exam schedule includes a total of 105 exams. We have enhanced our summer early bird testing program and ran 20 exams over the summer to provide early opportunities for students to take the exam. Our summer testing program is coordinated with the Freshmen Registration unit, Freshmen Orientation Weekend activities, the summer EOP program, the SOAR program, and the summer Honors Orientation program. Through this planning and coordination, we tested 543 new students before the start of school and have tested 165 students the first week of classes bringing our total to 708 students tested to date. We are proud of our new online Practice Exam which now includes video tutorials created by Frank Zona. We are getting positive feedback from the students on these new tutorials. Finally, we have raised the bar on the exam this fall. We have added a basic Excel exercise to the exam and a brief section regarding Information Literacy. Our Word exercise remains robust and the PowerPoint exercise now tests higher level skills than previously assessed.

E. Billings

Welcome to New ITS Staff

IT Systems and Networking

Alicia Girvin- Alicia graduated from SUNY Brockport in Computer Science in 2005. As an undergraduate, she worked in Tech Services and the Library on several projects. A warm personality make working with her an enjoyable experience. Contact her at agirvin@brockport.edu

Joanna Camp- Joanna Camp joined ITSN in June as a programmer/analyst. No stranger to SUNY Brockport, she graduated from the college in 1995 with a B.S. in English and in 2003 with a B.S. in Computer Science. In her previous life, Joanna worked at Harris Interactive, a market research firm, as a sample programmer. Her Email is jcamp@brockport.edu

Brendan Post - Welcome to Brendan Post, one of the new programmers in ITS working on Banner-related projects. Brendan is a 2004 graduate in Computer Science and Math from Messiah College. Brendan can be reached at bpost@brockport.edu

Lisa Powell - is the new secretary in IT Systems and Networking on Allen 2nd floor. Lisa has extensive background as an administrative assistant, is a world traveller, and a welcome addition to ITS. Among other experiences, she spent several years in New Orleans as a musician and songwriter. She is completing course work in creative writing. Her email is lpowell@brockport.edu

IT Support Services

Clay Cooper - is the interim Helpdesk Coordinator in Dailey Hall. Previously he worked as Help Desk Manager while completing a B.A. in Computer Science from Geneseo. Clay is originally from Findley Lake, NY and has provided technical support for the Western New York BOCES system as well as the public school districts in the area. He is excited about working with the ITS A Team, faculty, staff, and students and looks forward to improving the interaction between the Help Desk and the college community. You can reach him at ccooper@brockport.edu.

Jeff Delbert - is the new Graduate Assistant in ITSS this year working on Resnet and other projects. Jeff is working on his Masters degree in Communication and spent Spring semester in England. Jeff and brother Jim are both employed in the computer center in Dailey Hall. Jeff can be contacted at jdel0323@brockport.edu.

Jon Peone - Jonathan is a familiar face at Brockport, having completed his undergraduate degree in 2005. Jon has distinguished himself as a History departmental scholar and in 2004 received student writing award recognition. He has worked as an assistant in Visual Studies and has background as a lab technician. This fall, he is working on faculty/staff PC installation while Tanasee Conner is on maternity leave.

Jeff Smith - Jeff is the Computing Resource Coordinator at Dailey Hall. Jeff joins us from Eastman Kodak and brings with him many years of IT experience. Among his previous roles were: IT Supervisor, IS Manager, Systems Analyst, and Systems Administrator. Jeff earned his undergraduate degree in Information Technology at RIT and is beginning graduate work here at SUNY Brockport. Jeff is originally from the Pittsburgh area (GO STEELERS!), and currently lives in Kendall, NY. Contact Jeff at jsmith@Brockport.edu.

Library

Jennifer Little - Jennifer recently joined the Library as reference librarian and coordinator of library instruction. If you would like to schedule instruction about the library and its resources, please email or call Jennifer, or fill out the form through the link listed below. Library staff will do their best to accommodate your schedules in the Kiefer Room (our computer classroom with hands-on access to 30 computers) or in your own classroom. <http://www.brockport.edu/~library5/bi.htm>

Summer CMST Institute

The Computer, Math, Science and Technology Institute held its summer workshops for Rochester and other area teachers this summer in Dailey and Smith Hall. The teachers learned a variety of new techniques for using Stella, Agency Sheets, graphing calculators, Smart Board and other technologies. This multi-disciplinary forum included faculty from a number of departments including Math, Chemistry, Physics, Earth Sciences, CMST, Computer Science and others.

Skillsoft

Online computer training is available for over 400 IT titles including MS Office, Dreamweaver and other sessions. These online classes can be accessed from anywhere that has access to the Internet and are available to faculty, staff and students by contacting Becky Gagne in Human Resources at bgagne@brockport.edu.

Successful NetOp Demo

Frank Zona (Computer Skills staff) presented a session on how to use NetOp to improve classroom management on Sept. 2. The session was well received by several attendees from the Rochester EOC Center. NetOp is software that allows an instructor to broadcast the instructor's screen to the rest of the class or take control of students' screens for demonstration or other purposes. NetOp's remote control features also makes repetitive tasks such as duplicating disks or turning on or shutting down a classroom much easier. Brockport has a limited number of NetOp licenses. This semester NetOp can be accessed in Hartwell 105, Kiefer Room in Drake Library and Dailey Hall Rooms 203 and 213. Contact F. Zona (fzona@brockport.edu) for more information.

Student E-mail quotas (50 MB) go into effect for students Fall 2005

Student's e-mail quotas have been increased to 50 MB. This is a major improvement for students who were previously limited to 10 MB of space.

Printing authentication in the labs

ITS support labs now require a valid E-mail user ID and password to print. This semester ITS will be monitoring paper use in the labs. This is the first step towards a possible printing quota solution where students will receive a set number of copies per semester and can pay for any copies they make after the quota has been expended. When a user goes to print, a box will pop up asking for their username and password. This username and password is the same one used for Webmail and Angel.

File Storage

ITS now provides 250 MB of free storage to faculty, students, and staff. There is an icon located on the desktop called "My Home Directory" (Z:\ Drive) that automatically accesses your file space when you log in to any ITS supported lab computer. This directory is only accessible by your account, so be sure to log out when you leave a lab computer. NOTE: This temporary storage server is NOT backed up and data will NOT be recoverable if lost or destroyed. This drive should not be your only repository of valued data. All SUNY Brockport users have access to 10 MB of safe, backed-up storage space on ANGEL. The 250 MB is available on faculty and staff desktops upon request to x5151.

PC TeX

PC TeX is mathematical typesetting software used to print mathematical and scientific notation. A limited number of licenses have been purchased for math, physics, computer science and other disciplines. ITSS has two licenses still available for distribution. If you are interested, please contact the ITS HelpDesk at x5151.

Microsoft Software for Faculty and Staff Home Use

A number of MS Office products are available at very nominal cost for faculty/staff home use through UB Micro. They include MS Office and Win XP. Faculty and staff are required to provide a Brockport ID card as proof of affiliation. Forms are available from M. Orzech, 216 Dailey Hall. Microsoft software is NOT available to students through this program, although academic pricing is available.

Maple, Mathematica and Minitab

The SUNY academic software initiative includes Maple, Mathematica and Minitab. The licensing includes a home use option for faculty, staff and students. If you need a copy of these titles for home use, please contact the Helpdesk at x5151.

MS Office/Dreamweaver Training

September 19th - September 30th, 2005

Refresh your skills by attending ITSS sponsored software training workshops on MS Office Professional and Dreamweaver MX this fall. All sessions are held in Dailey Hall, 2nd floor, room 202. All sessions will be taught by Diane White. Register early for any of these half day sessions by calling x2368 or by e-mailing tloscomb@brockport.edu.

Monday, September 19	
Dreamweaver I: Web Design Fundamentals.....	9 am - 12 pm
Tuesday, September 20	
Microsoft Word Intermediate: Word Processing Special Features.....	9 am - 12 pm
Wednesday, September 21	
Microsoft PowerPoint I: Presentation Fundamentals.....	9 am - 12 pm
Thursday, September 22	
Microsoft Access I: Database Fundamentals.....	9 am - 12 pm
Friday, September 23	
Microsoft Excel I: Spreadsheet Fundamentals.....	9 am - 12 pm
Monday, September 26	
DreamWeaver II: Web Design Fundamentals.....	9 am - 12 pm
Tuesday, September 27	
Microsoft Word Advanced: Word Processing Special Features.....	9 am - 12 pm
Wednesday, September 28	
Microsoft PowerPoint II: Presentation Fundamentals.....	9 am - 12 pm
Thursday, September 29	
Microsoft Access II: Database Fundamentals.....	9 am - 12 pm
Friday, September 30	
Microsoft Excel II: Spreadsheet Fundamentals.....	9 am - 12 pm

Workshop Descriptions

Dreamweaver I and II - 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.

MS Word Int. and Adv. - 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.

MS PowerPoint I and II - This course teaches everything you need to know about putting together persuasive electronic presentations, from creating basic slide shows, to adding graphics, video, and audio for rich multimedia presentations.

MS Access I and II - This course introduces the basics of using a relational database to create tables, queries, forms, and reports.

MS Excel I and II - This course teaches the basics of spreadsheet concepts including creating worksheets, editing data, building charts and graphs, and publishing a spreadsheet to the Web.

ANGEL Training

This fall ANGEL has been upgraded to version 6.3. One of the new features is the inclusion of student photos that can be particularly helpful in large classes. Register for any of the following workshops by visiting the CELT website at <http://www.brockport.edu/http://www.brockport.edu/celt> and clicking on the ANGEL Training link or by calling Sandra Ayers, CELT Secretary at x5088.

ANGEL Basic - Wednesday, 09/21/05 - 9:00 am - 10:30 am

ANGEL and E-Reserves: New Procedures and Protocols - Wednesday, 09/21/05 - 11:00 am - 11:30 am

ANGEL Gradebook - Monday, 09/26/05 - 9:00 am - 10:00 am

ANGEL Quizzes & Surveys - Friday, 09/30/05 - 1:00 pm - 2:30 pm

ANGEL Discussion Forums - Tuesday, 10/04/05 - 9:00 am - 10:00 am

ANGEL and E-Reserves: New Procedures and Protocols - Tuesday, 10/04/05 - 10:30 am - 11:00 am

ANGEL Advanced - Thursday, 10/06/05 - 1:00 pm - 2:30 pm

ANGEL Gradebook - Thursday, 10/06/05 - 3:00 pm - 4:00 pm

All ANGEL training workshops are held in the CELT Resource Center, Room 100B Edwards Hall.

ANGEL WORKSHOP DESCRIPTIONS

ANGEL 6.3 Update New!

This workshop is designed for ANGEL experienced users who need information on the changes and new features in ANGEL version 6.3. Attendees can expect a presentational overview of the new version, with ample time for questions and answers.

ANGEL Advanced The Action Editor, Customized Tokens and More! New!

This hands-on workshop is designed for highly advanced users who want to enhance their course offerings by adding dynamic, triggered "actions" to occur after specific events and conditions have been met. If you are interested in learning how to unlock protected course content, automatically generate and send customized email messages to students, or change the image of a folder icon once a unit has been completed, the ANGEL Action Editor is the tool for you!

ANGEL Basic

This workshop is designed to assist you in getting started with ANGEL, and blends demonstration with hands-on training time. It begins with a discussion of using ANGEL to web-enhance traditional courses effectively. Topics covered include posting your syllabus, communicating with your class online, creating a course calendar and loading basic course content.

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 and E-Reserves: New Procedures and Protocols

This workshop is designed to help teaching faculty understand the new procedures and protocols for integrating E-Reserves into their ANGEL course environments. In conjunction with the Library, this session will also give users a brief overview of the E-Reserves service provided by the College, how it is changing, and what to expect in the future.

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

Beginning Digital Photography

Date: Thursday, October 13, 2005

Time: 6 PM - 9 PM

To register contact (585) 395-2368

Location: Special Collections, Drake Library

SUNY Brockport, 350 New Campus Drive

Would you like to know more about digital photography?

Bring in your digital camera and manual for this hands on session covering the basics of digital photography.

Topics to be covered include:

- a. Pixels
- b. Compression
- c. Resolution
- d. Image Manipulation
- e. File formats
- f. Data Transfer
- g. Memory cards
- h. Printing



Free Public Parking in Lot V for this event. Refreshments will be provided.

Instructor Diane Reynolds is a photographer, image editor, processor and educator at Wegmans.

Sponsored by:
Information Technology Support
Services, SUNY Brockport and
Wegmans Photo Labs.

GIS Event

Introduction to Geographic Information Systems

Friday, Oct 28, 2005

2:30 PM, Room 202 Dailey

Carol Zollweg (Earth Sciences) will be presenting an introductory session on Geographic Information Systems on 2:30 PM on October 28 in Dailey 202. GIS is a tool for exploring spatial relationships. This visual software tool is increasingly used in a variety of social science applications including criminal justice, sociology, biology and other disciplines.

ESRI software including ARC Info will be demonstrated with time for hands-on exploration. All are invited to register, call x2368.



Printing from Laptops

Trying to print from a wireless laptop?

Printouts can now be sent to Dailey or Drake from wireless devices including PDAs. Directions are available at the following URL <http://www.brockport.edu/its/itss/docs/>

Sandisk 12-in-1 card reader

An 12-in-one card reader is now available in Dailey SHEL for downloading digital content from various portable media such as CF cards, memory sticks, SD cards etc., onto a PC desktop. For more information contact the Help desk at x5151.

Upcoming Technology-Related Events:

New tools for language learning: beyond the basics

September 30 - October 1, 2005, University at Buffalo

This two day conference will explore the role of information technologies in second language learning and teaching. Both pedagogical approaches and innovative uses of computer technologies will be discussed. Computer-assisted language learning strategies will be presented by nationally-recognized scholars. Topics will include strategies for distance learning delivery of foreign language instruction for college, high school and non-traditional students at the elementary, intermediate and AP levels.

Guest presenters will showcase notable projects in development and use throughout SUNY and at other higher education institutions, such as:

MIT, Michigan State, Skidmore, University of Oregon, SUNY Buffalo, Brockport, Cortland and Potsdam. **Bernard Petit**, Brockport emeritus, will be one of presenters. Conference details and registration see <http://etc.buffalo.edu/newtools>. This conference is supported by SUNY-FACT.

Application of Mobile Technology Tools in the Online Learning Experience

The workshop will be held from 8 am - 4 pm on Monday, October 3, 2005 in room Monroe A at of the R. Thomas Flynn Campus Center at MCC. To register for this free workshop and to view the online brochure and details about partners and speakers, go to <http://www.monroecc.edu/go/mobile>.

Small Tools Big Ideas

This year's conference, being held on October 7, 2005, focuses on the ways that digital image libraries and newly-developed digital tools are reshaping the practice of teaching art and art history. The conference will be held in the John E. Reeves Great Hall at the Fashion Institute of Technology, New York City. Registration is required. For more information, visit www3.fitnyc.edu/bigideas.

HighEd Web Development 2005 Conference

Nov. 6-9, RIT Inn & Conference Center

Anyone involved in the creation or maintenance of Web sites at SUNY Brockport could benefit from this conference, its workshops, networking opportunities or other sessions offered. Register before Sept. 30 for the early bird rate. Ask Web Manager Steve Lewis for more information, or visit www.highedweb.org.

Executive Summary of Spring 2005 ITS needs assessment survey comments

The campus-wide Spring Technology Needs survey yielded over 2,000 responses from faculty, staff and students. These open-ended comments provided much food for thought and were reviewed during an ITS retreat in June. Below is a summary of major themes received from the comments.

Themes Cited	Possible Solutions
Labs (Including Dailey and Drake)	
<ol style="list-style-type: none"> 1. More computers/faster computers 2. Slow printing (PDF files) (volume) 3. USB Ports- finding, accessing and using 4. Better hours/more hours (before 8am, 24 hour access) 5. Better navigation for library website 	<ol style="list-style-type: none"> 1. Return to regular replacement cycle memory/hard drives being done 2. Continue monitoring; explore print quota 3. Train and promote use 4. Consider 7 or 7:30 am opening; 24 hour access to limited site during peak times 5. Frequent review/updating for usability
Email/Calendar	
<ol style="list-style-type: none"> 1. Down too much 2. All need common Portal/Web interface 3. Need better interface 4. More spam protection 5. Common client 6. Need support policies for PDA/Palms 	<ol style="list-style-type: none"> 1. Make E-mail priority for high-availability 2. Discuss with CTC, ITS, SUNY, others 3. JumboJES combines e-mail and calendar; focus groups to refine needs/ modify product 4. Technology and training solutions 5. Choose a client-based e-mail solution for office use; webmail for traveling 6. Staffing and training
Network	
<ol style="list-style-type: none"> 1. Slow network speed 2. Can't use download sites to play games 3. Wireless not campus wide 4. Dorms keep getting kicked off network 	<ol style="list-style-type: none"> 1. Infrastructure improvements underway 2. Training, education, policy issues 3. All academic bldgs. wireless for F05 4. Security education; outsource res halls ; work on response time
Classroom Technology	
<ol style="list-style-type: none"> 1. Not enough technology rooms campus wide (specifically in Tuttle N. & S.) 2. Insufficient training for instructors on how to use technology classrooms 3. Classroom computers (too slow, don't read media, etc.) 4. Projector failure during class 5. Technology room failure (many reasons) 6. Lennon – There are no projectors for team boards 7. This category was rated lowest of all ITS 	<ol style="list-style-type: none"> 1. More installed and planned for 05-06 2. New faculty orientation; work with CELT to offer more training throughout the year 3. Coordinate cart PCs with lab PCs; Use Helpdesk for better reporting and dispatch 4. Better reporting possibly through Helpdesk 5. Promote ownership of PC classrooms by depts.. bldg coord.; better reporting needed 6. They now have them but need training 7. Growth area-needs staffing support and funding
Information Sharing	
<ol style="list-style-type: none"> 1. Dislike voicemail alerts 2. Communication is improving- Need to keep working on this 3. Prefer email, website updates 	<ol style="list-style-type: none"> 1. Develop online up/down status system 2. Advance notice of changes; Coordination of offices; 3. Develop preferred addresses; website status page for public
Website	
<ol style="list-style-type: none"> 1. Difficulty searching the site 2. Need department commitment to web updates 3. Access to schedules – Hours of operation, final exam, academic calendar 4. Netscape 4- Users need to be upgraded to properly display 5. Design preferences 	<ol style="list-style-type: none"> 1. Improve search options; keyword index 2. Work with chairs/dept. heads 3. Put classroom schedule online; improve calendar 4. Part of PC replacement strategy; defining support standards; leadership in client rec. 5. Respond to requests in timely manner

Banner/Data Reports	
<ol style="list-style-type: none"> 1. Self-service ease of navigation, student/CRN select 2. Ability to run own reports, queries 3. Single-sign on –Email, Angel, Banner 4. Merging CRNs of 1 class 5. Knowing what resources are available and where does a user get them 6. Training/ advertising tools 	<ol style="list-style-type: none"> 1. Select CRN/ID section. Cross menu links to avoid laddering 2. Datamart & extraction tools (Excel, Hyperion), Job submission – general enough self-service custom report 3. Mired in portal discussion 4. Modifications to SS Grade SH. Class list 5. Better advertising, on-line help and resources (from on-line page) 6. End-user training broader audience
Office Technology	
<ol style="list-style-type: none"> 1. More memory 2. Fewer applications running at startup 3. Every classroom should be wireless and standardized 4. More definite replacement cycle and shorter cycle 5. ITS having more influence in technology acquisition 6. More mobile carts 7. Better student training for student aids and teachers in labs and smart classrooms 8. PC’s are slow in labs and smart classrooms 9. More smart classrooms 10. Quicker turn-around for printer technology issues 11. Small computer labs need shorter replacement cycle and better management 	<ol style="list-style-type: none"> 1. Add when needed 2. Work with faculty to update old classroom software; have removed Novell 3. 90% solution -being done. 4. Publicize and make more transparent 5. Work with Purchasing; make and publicize recommendations 6. Being done, Fall 05 7. Incorporate into A-Team; work with Sat lab student aides for 05-06. 8. Coordinate cart config with lab configs 9. Put all on a replacement cycle 10. Train more techs to handle printers; put newer ones on maint. contract. 11. Provide way for depts. to upgrade or migrate labs at end-of-life- Make sure all new hires are tech savvy and take ownership
Labs (Including Dailey & Drake)	
<ol style="list-style-type: none"> 1. More computers/faster computers 2. Slow printing (PDF files) (volume) 3. USB Ports- finding, accessing and using 4. Better hours/more hours (before 8am, 24 hour access) 5. Better navigation for library website 	<ol style="list-style-type: none"> 1. Return to regular replacement cycle memory/hard drives being done. 2. Continue monitoring; explore print quota 3. Train and promote use 4. Consider 7 or 7:30 am opening; 24 hour access to limited site during peak times 5. Frequent review/updating for usability
Email/Calendar	
<ol style="list-style-type: none"> 1. Down too much 2. All need common Portal/Web interface 3. Need better interface 4. More spam protection 5. Common client 6. Need support policies for PDA/Palms 	<ol style="list-style-type: none"> 1. Make E-mail priority for high-availability 2. Discuss with CTC, ITS, SUNY, others 3. JumboJES combines e-mail and calendar; focus groups to refine needs/ modify product 4. Technology and training solutions 5. Choose a client-based e-mail solution for office use; webmail for traveling 6. Staffing and training
Network	
<ol style="list-style-type: none"> 1. Slow network speed 2. Can’t use download sites to play games 3. Wireless not campus wide 4. Dorms keep getting kicked off network 	<ol style="list-style-type: none"> 1. Infrastructure improvements underway 2. Training, education, policy issues 3. All academic bldgs. wireless for F05 4. Security education; outsource res halls; work on response time

Helpdesk	
<ol style="list-style-type: none"> 1. UG- Resnet support too slow 2. Macs are taboo 3. Rude, condescending, uninterested 4. Quick response 5. Polite, if they don't know the answer, they find it 	<ol style="list-style-type: none"> 1. Additional staffing at critical times of year. 2. Work to correct misperception – 3 Mac labs on campus; about 50 faculty users particularly in Arts, CMC, Foreign Languages, Visual Studies 3. Double our efforts with Fall 05 A-Team 4. Continue to keep stats and monitor ROI 5. Reinforce appropriate behavior; develop reward system for doing things right
Angel	
<ol style="list-style-type: none"> 1. Two e-mail systems- common message single forward address 2. Training – students and fac/staff 3. Use for other applications (ERes, etc.) 	<ol style="list-style-type: none"> 1. Single sign-on has been coordinated for e-mail, ANGEL, Library, webpages; not planned for Banner for security reasons 2. Work with Comp. Skills, CELT, ITS 3. Application integration being developed for with ERes, Banner, etc.

Brockport Recycles

A group of interested faculty, staff and students visited University at Buffalo on Aug. 18 to learn about campus sustainability. The day focused on how the campus can be environmentally responsible in recycling, green purchasing, facilities energy conservation, green building design and green computing.

Paper recycling is one of the most visible ways users can assist in computing labs, i.e:

1. Print only what is needed;
2. Use duplex copies whenever possible;
3. Use blue bins to recycle paper;
4. Recycle printer toners and cartridges.



Attendees from left to right are: Walter Simpson (UB), Rick Lair, Hillary Richardson, Erin Calla (UB), Markus Hoffman, Sara Wellman, Jim Haynes and Mary Jo Orzech.

All are encouraged to practice sustainability and invite others to get involved. Every little bit helps!

Information Technology Services

Frank Wojcik, Dean of Information Resources, CIO, and Director of Library

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

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Dailey Hall Hours of Operation*

Monday - Thursday 7:30 am - 1:00 am

Friday 7:30 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.

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 Sun Lab

213 Computer Skills Testing

*210 Software Hardware Evaluation Lab

*by appointment only: 395-2463

On-Line Forms @ ITSS Web Site

- Resource Request Form
<http://www.brockport.edu/its/forms/resource.html>
- Faculty/Staff Account Form
<http://www.brockport.edu/its/forms/account.html>
- Student Employment Application Form
<http://www.brockport.edu/its/forms/application.html>
- Workshop Registration Form
<http://www.brockport.edu/its/itss/workshop>
- Workshop Evaluation Form
<http://www.brockport.edu/its/itss/workshop/eval.html>

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.