



August 2009 – “back-to-college” edition

The start of an academic year is an exciting time. The arrival of new members of the Hamilton community, the return of friends and the unveiling of changes to the campus all add to this excitement. This newsletter focuses on some of the technology changes. I hope you will review the contents of this and future monthly newsletters to keep abreast of changes that affect your life at Hamilton. Welcome, and my sincerest wishes for a great semester!

- Dave Smallen, Vice-President for Information Technology.

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BLACKBOARD UPDATE (Deborah Reichler)

You may have noticed that Blackboard had a major face-lift this summer. Lost? Don't know what to do? Here's how to get help:

- 1) Faculty members should have received a paper copy of the Blackboard Quick Start Guide which explains the new navigation and how to accomplish several basic tasks. There is also a link to this document in the "Welcome to Blackboard NG" announcement that appears in the Announcements area of every course section.
- 2) Go to the Course Management/Control Panel area, click the Help sub-menu to expand it, and select the Manual option (this is the instructor's manual; the student manual is in the Tools area).
- 3) Click the "Help" link in the upper-right corner of any page in Blackboard. This leads to the ITS Blackboard support pages (<http://www.hamilton.edu/college/its/itsst/blackboard/index.html>).
- 4) Send an e-mail to blackboard@hamilton.edu
- 5) Call x4877 (the Instructional Technology help line).

Don't be shy! We'd love to hear from you! Good luck with the new semester.

SHOWING MOVIES (Marilyn Huntley)

If you plan to show the movie yourself, just check it out of the Media Library. If you need an AV projectionist, you may send single-movie requests to AV by using the online form at <http://onthehill.hamilton.edu/college/its/itsst/forms/avform.html>. To schedule a number of movies, please send the whole list to Marilyn Huntley by e-mail at least 2 weeks in advance. Need a film rented or purchased? Allow 3 - 4 weeks for research and ordering.

There is no longer any classroom with a VCR for playing PAL or SECAM videotapes. If you give us several days' notice, AV can set up a portable unit in your room for a specific date. Foreign DVDs (that is, discs from Region 2 and above) can still be played in a number of locations, but the code-free (all-region) players have been removed. Please call the AV office at x 4120 or x 4231 to ask about the equipment in your classroom. Please do not play a foreign-region DVD in the classroom computer!

REQUESTING IT EQUIPMENT AND SUPPORT FOR EVENTS (Stefany Lewis)

You need to complete an Audiovisual/Presentation Request form, which can be found on the ITS website <http://onthehill.hamilton.edu/college/its/itsst/forms/avform.html>. Our staff work schedules are created on Thursdays for the following Monday-Sunday. Any request for support received after the Thursday deadline is subject to availability of a technician.

The Audiovisual Services team is presently down one member and will not have a staff technician for the evening events for the foreseeable future. This presentation support will be covered by our student workforce. Early and precise communication about your support needs is especially important. Thank you for your patience.

TECHNOLOGY-ENHANCED CLASSROOM UPDATE (Tim Hicks)

Nearly a dozen rooms had their presentation systems upgraded this summer. Most of these spaces now have a single computer system for display. Since the total number of technology-enhanced rooms has increased to over 100, there is more flexibility in assigning classroom space. Moving to single platform also allowed us to reduce the total number of computers on campus; in support of the College's sustainability efforts. The only locations that keep their dual platform design will be auditorium-style rooms. All technology-enhanced spaces still have the capability to plug in a notebook computer. If you have a preference for either a Macintosh or Windows computer in your teaching space, it is very important that you make your preference known to the Registrar. There are still several rooms on campus that have only a TV with a DVD/VCR combo unit and at present there are no plans to upgrade these classrooms.

- **Root 201, 202, 203, 205, 310** New podiums/touch screen controls are installed. Document cameras and overhead transparency projectors can be requested. Rooms 201, 202 & 310 have new iMacs, rooms 203 & 205 have PCs.
- **Benedict 201** is being upgraded with a high resolution projector, wide format screen, and a new surround sound system to support film courses. The room contains a new iMac.
- **List 106** is being made into a technology-enhanced classroom replacing List 218. This room contains an iMac. The touch screen controls will only control the presentation equipment. The stereo system will continue to be manually controlled.
- **KJ 005** will come back on line this fall with some room improvements as well as technology changes. New seats with a staggered pattern and the removal of the first row of seats will allow for better sight lines. This room contains a new iMac.
- **Schambach 108** has a new podium. The new podium has a touch screen control system and will control the presentation system. The stereo system will continue to be manually controlled. The room has an iMac.

- **CA Johnson 308 & 309** are being reconfigured into new spaces. 308 will be changed into offices. 309 will become 309 A&B. These two rooms will be small 15 person classrooms with tablet arm chairs. Both rooms will have podium systems with data projectors and program audio. The systems that were in 308 & 309 will be shifted into these newly reconfigured spaces.

IT COURSE SUPPORT – (Janet Simons)

If you are considering using technology in your course, contact Instructional Technology Services (x4877 or course-support@hamilton.edu) to learn about our comprehensive Course Support Service. When we say Course Support, we mean that we will work with you to research, select, and design technology assignments that meet your learning goals and compliment your course content. In our course support service, we explore with you how to reinforce course content with technology assignments that facilitate analytical and/or creative learning. We structure our resources and services to meet your students learning needs throughout the learning process in and outside of class. Partnering with experts in the library and oral communication center, we offer coordinated academic support for your students through each phase of a learning process. Contact us today to begin a Course Support collaboration!

PHISHING – DON'T GET CAUGHT – (Dave Smallen)

Phishing is a scheme used to trick you into providing personal information, such as passwords, through seemingly official e-mail messages. NEVER provide personal information in response to an e-mail, or by clicking on a link in an e-mail, unless you are absolutely sure that you know the sender. **Hamilton College and ITS will NEVER ask for your password, or other personal information via e-mail.** Despite repeated warnings the last time a phishing scheme hit the campus five members of the community fell for it and compromised their e-mail accounts to spammers.

CAMPUS EVENTS DISPLAY (Dave Smallen)

Responding to suggestions from the pilot project we ran during the Spring '09 term, the default listing of events that will appear on the Events Page (events.hamilton.edu), in My Hamilton, and in the daily event e-mails will be shorter. The new *Events-at-Hamilton* filter will be a shorter and more focused list of events which will better reflect events that are open to the entire community. The "All Events" filter will still be available on the same web page for looking up meeting locations and other information. These changes will be in place by August 31st. If you have any questions or suggestions about the events calendar send them to r25help@listserv.hamilton.edu

MASS E-MAIL LIST GUIDELINES (Debby Quayle)

The mass e-mail lists are defined as: allcampus-a, allemployees-a, allstudents-a, faculty-a, admin-a, staff-a, maintop-a, 2010-a, 2011-a, 2012-a,2013-a. These lists are intended for campus announcements. Student organizations have two representatives that are authorized to post to these lists. Employees are also authorized to post. If you are not currently authorized to send mass e-mail, or not sure that your message meets the guidelines, then address your announcement to exception@hamilton.edu.

Please remember the basics: Address your message to the correct list (e.g., messages intended for only students should not be sent to the allcampus-a list), send only 2 messages announcing your event (corrections do count as one of the two), and make sure your content adheres to the mass mailing list guidelines. Penalties are assessed for violating the guidelines. The complete guidelines can be found by going to:

[http://www.hamilton.edu/college/its/policies_standards_plans/sec_5_email.html#005_subsection three](http://www.hamilton.edu/college/its/policies_standards_plans/sec_5_email.html#005_subsection_three) The Committee on Information Technology will be reviewing the guidelines this fall.

LISTSERV UPGRADE (Debby Quayle)

ListServ is the software that allows groups of individuals to communicate with each other electronically. ListServ was upgraded over the summer to version 15.5, which introduces a new, improved web design. For updated documentation that explains how to add and delete subscribers from your list, please read:

<http://www.hamilton.edu/college/its/documentation/listserv/external/hto-quickstart-listserv15.5-all.pdf>