

February 2008

As you probably have heard there are new versions of the Windows and Macintosh operating systems (Vista and Leopard, respectively), and new versions of Microsoft Office (2007 for Windows, 2008 for Macintosh). If you purchase a new computer for yourself this is the software that you will most likely get and what students are already bringing to campus. ITS is working hard on how to make your transition to these new environments as easy as possible. You will hear more about this in the March newsletter, but a first glimpse is below ---- Dave Smallen, VP for Information Technology

ALERTS!

Office 2007/ 2008 – The latest versions of Microsoft Office for Windows (Office 2007) and Macintosh (Office 2008) use a different file format and extension name. For example, instead of a Word document having a name that ends in .doc the new default extension is .docx. Similarly an "x" is added to the extension for Excel and Powerpoint documents. If you receive one of these documents from a colleague you won't be able to open it in Office 2003 for Windows or Office 2004 for Macintosh (currently used on campus). The simplest alternative, for now, is to ask that the sender create an Office 2003/2004-compatible file and resend to you. Another alternative is to download a free file converter from Microsoft (Google: Microsoft Office Compatibility) and follow the links for Macintosh or Windows). ITS is in the process of planning Hamilton's transition to the new version of Office. Stay tuned! For further information, contact the ITS Help Desk.

Email - To avoid having your messages tagged as spam when you are using unfamiliar Internet service providers (e.g. hotels, other college systems), we strongly recommend you use the Hamilton Web mail system (mail.hamilton.edu) rather than the email client software (e.g. Thunderbird, MacMail, Eudora) on your laptop. To use client software successfully in an off-site setting, you must change your smtp server settings. This information is often difficult to obtain. Similarly, your email software settings at home must also reflect the mail server name provided by your Internet provider (e.g. mail.roadrunner.com). If you still want to send email to people at Hamilton from off-campus using a client we recommend that you copy yourself on the message to see if/how it is delivered.

Email - Phishing is an email scheme used to trick you into providing personal information through seemingly official email messages. If you receive such an email, do NOT respond to it or provide any identifying information. Hamilton College and ITS will never ask for your password via email.

DVDs - When purchasing or ordering DVDs please request Region 1 DVDs (NTSC format). We have a limited number of Region Free DVD players on campus and it is becoming increasingly difficult to buy/replace this equipment.

Science Center – We are experiencing intermittent problems with the light control systems in the Science Center Auditoriums - the lights turn themselves on and off at random. Please call #600 on the room phone to report the problem as soon as it occurs.

Recording – With the help of the College attorneys, ITS has created a revised [Permission Statement For Video or Audio Recording](#). It now covers the use of materials within the presentation. The new form is at <http://www.hamilton.edu/college/its/itsst/forms/RecordingRelease.pdf>. You can also locate it by using the link at the bottom of the on-line "Audiovisual/Presentation Requests" form at the Audiovisual Services link on the ITS home page. A completed form is necessary before ITS can record a presentation. Please discard any old forms that you might have.

TIPS

Email - In our last newsletter we advised "Never copy and paste content from a word processor into your email message. The word processor imbeds hidden codes that may do unpredictable things in

email." Several people indicated that they have done this successfully. We recommend that if you do so, first send the message to yourself to see how it will look prior to sending it out to a broader audience.

Backup - If your hard drive crashed today, would it be an inconvenience or would you be crushed by the thought of losing all your files (documents, pictures, music, thesis)? The ITS Help Desk has seen a rash of hard drive failures on personal computers this semester. For help call 859-4181.

REMINDERS

Data Projectors – Replacement bulbs for data projectors are expensive! (ITS spends approximately \$10,000 per year replacing ones that blow out). Please make sure you turn off the data projector when you are done using it. And if you see an empty classroom with the data projector still on please shut it down.

Event Support – The AV Services team in ITS schedules your event support requests on Thursdays for the following Monday-Sunday. Please keep this in mind when planning your program; it's never too early to request support. If you are hosting an event on campus and need any kind of technical support then complete the form at: a <https://www.hamilton.edu/college/its/itsst/forms/avform.html>.

Video Projects – If you are considering assigning video projects in your course or as a component of independent study, please contact Janet Simons, x4424, to discuss your needs.

Instructional Support – The HILLGroup (Hamilton Information and Learning Liaisons), a collaboration between the staffs of the Burke library and ITS, will work with faculty to ensure that your students develop critical research and media literacy skills as they learn content in your course. Email hillgroup@hamilton.edu and we will tailor Hamilton's resources and services to your course needs.

IT Help - The Help Desk is the first point of contact for your technology problems (x4181, M-F: 8:30 a.m. – 10:00 p.m., weekends 10 a.m. – 10 p.m.).

UPCOMING IT EVENTS

Presentations - As part of the new "It's easier than you might think!" series, HILLgroup is offering:

[Enhanced Podcasts Using GarageBand](#) (2/18 at 10 a.m.)

[Wikis - Creating and Using Editable, Self-Tracking, Collaborative Web Pages](#) (2/20 at 2 p.m.).

More information is available at <http://my.hamilton.edu/academics/hillgroup/events.html>.

Training - SiteManager (2/27 at 1:30 p.m.) On-line registration is available at <https://my.hamilton.edu/college/its/training/>
SiteManager is Hamilton's Web Content Management System